

JOB OPENING

Waynesville Operations Center

POSITION: Card Services Technician

DETAILS: Full-Time/Non-Exempt

The Card Services Technician is under the general direction of the AVP Finance & Card Services

GENERAL DUTIES:

- Responsible for processing new plastic card orders, debit and credit transactions, and disputes.
- Monitors and takes appropriate mitigation actions based on risk reports identifying debit and credit card fraud.
- Provides support and assistance with ATM/PTM services, to include front line maintenance, cash management, and terminal general ledger balancing.
- Provides backup support for the AVP Finance & Card Services as required.

QUALIFICATIONS:

- High school graduate or equivalent
- Six months to two years of similar or related experience, including time spent in preparatory positions.
- Basic working knowledge of Microsoft Office – including word and Excel
- Ability to learn and use various specialized accounting system programs
- Must have good oral and written communication skills
- Positive people skills
- Ability to work under pressure
- Project a professional image
- Be a strong team player
- Ability to prioritize responsibilities and accept additional responsibilities when required
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PHYSICAL REQUIREMENTS:

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 25 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of travel by automobile (as driver and passenger), commercial airlines, rental vehicles and public transportation and be able to lodge in public facilities. Must be capable of regular, reliable, and timely attendance.

WORKING CONDITIONS:

Must be able to routinely perform work indoors in climate-controlled private office with minimal noise.

MENTAL AND/OR EMOTIONAL REQUIREMENTS:

Must be able to perform job functions independently and work effectively either on own or as part of a team. Must be able to plan and direct the work activities of self and others. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic mathematical calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Infuze Credit Union is an Equal Opportunity Employer of women, minorities, protected veterans, and individuals with disabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.