

First Financial Federal Credit Union

Position: Card and Debit Card Management Representative
Reports to: AVP Member Operations
Location: Freehold, NJ

SUMMARY

This position is responsible to manage Visa Credit Card and Debit Card related functions, electronic fund transfer agreements and disclosures for ATM and Debit Cards. This role handles disputes and fraud related situations while maintaining the high standard of member service. Respond to questions concerning all aspects of various cards for members, managers, staff members, and other sources. Sets up files, prepare reports. May assist with supporting other operational areas, based on business needs.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Understand and comply and follow all Bank Secrecy Act regulations
- Processes card applications for Credit Cards, ATM and Check Cards,
- Performs maintenance related tasks for Visa Charge Cards such as upgrades and transfers, balance transfers, and reorders.
- Performs research and may decline or close cards, etc.
- Performs Visa Charge Card transmission check and proof
- Handles ATM /Check Card maintenance and research regarding status of cards, closed cards, pin orders, etc.
- Handles ATM Proof and posting rejects and adjustments from work
- Informs (emails) stakeholders regarding closed cards, results of research, etc.
- Responsible to run and review various reports to monitor changes, issues flagged and make appropriate adjustments.

QUALIFICATIONS, SKILLS AND ABILITIES:

- A high school diploma or equivalent in order to complete the loan application and to deal effectively with people.
- A high level of interpersonal skills to conduct productive interview sessions with loan applicants and solicit and maintain accounts.
- A thorough understanding of the requirements and features of the loan program offered by the credit union to provide related information to applicants.

As a First Financial employee, you'll enjoy a challenging work environment. We offer a great benefits package including Medical, Dental, Rx, Vision, Life Ins., Retirement Plans, Vacation, Sick and Personal.