

## Finance Job Function

### Card Services Mgt II

Grade: 56

Job Code: F0756M

Job Family: Banking

Job Family Matrix: [Banking \(Finance\) Matrix](#)

#### Summary

Oversee card services including production, delivery, and functionality of debit, ATM, and credit cards. Assist with developing new products, services and procedures

#### Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Manage the ordering, production and delivery of access cards (ATM, debit, credit), issue PINs, purge inactive cards and maintain inventory and assist in developing systems and methods to improve card services
- Oversee processing of charge backs and disputed activity; authorize charge offs and provide monthly reports of losses
- Serve as primary contact with service providers
- Monitor daily operational credit card reports and resolve issues including finance charges and late fees
- Provide training and access to card systems
- Ensure financial compliance with University policies and procedures and applicable legal rules and banking regulations

#### Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 3 years' relevant work experience

#### Additional Qualifications and Skills

- Knowledge of Microsoft Office Suite, intermediate excel skills
- Working knowledge of basic financial administration principles
- Demonstrated experience with financial systems and data query tools
- Supervisory Experience

#### Certificates and Licenses

#### Physical Requirements

#### Working Conditions

- Work is performed in an office setting