

Finance Job Function

Card Services Mgt III

Grade: 57

Job Code: F0757M

Job Family: Banking

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

Summary

Manage all aspects of card services operations and functionality. Responsible for evaluating processes and recommending improvements in accordance with established credit union policies 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 card services operations including access card administration and functionality, inventory and PINs
- Evaluate card services procedures and systems, recommend improvements
- Manage the processing of charge backs and disputed activity; authorize charge offs and provide monthly reports of losses
- Provide technical expertise, problem-resolution and training related to card services operations
- Oversee card services reporting and resolve complex issues and problems
- 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 5 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