



Denver Municipal Federal Credit Union

Job Description: **5010**
Card Services Specialist

Date: April 1995

Reports to: Service Center Supervisor

Objective: To act as an information resource to members regarding VISA debit, credit, ATM and other credit union functions, as required or requested.

Essential Responsibilities:

1. Acts as an information resource to members regarding VISA debit, credit, ATM and other credit union functions, as required or requested.
2. Processes new, re-issue and replacement ATM and VISA debit and credit cards and PIN requests, as authorized: completes VISA charge-backs, as directed; completes credit card fraud claims; reviews the VISA portfolio; and accurately maintains credit card general ledger activity, as scheduled and directed. Reports lost or stolen plastic credit card within established time schedules, as directed.
3. Maintains call logs, as directed.
4. Transacts or refers members to appropriate staff for assistance, as required or requested.
5. Performs the essential duties of the Teller Service Representative, Member Service Representative and General Office Clerk, as required or requested. Provides training, cross-training, technical direction and guidance to Teller Service Representatives, Member Service Representatives and the General Office Clerk, as required or requested.
6. Reviews the Issuers Clearinghouse report for accuracy and questionable activity, and informs supervisor within established time schedules, as directed.
7. Opens and closes computer terminal accounts for assigned cash and transactions and balances to the terminal teller/close report. Remits receipts to accounting.
8. Performs other related duties, including special projects, as required or requested.

Qualifications:

Education/Experience: Education equivalent to graduation from High School, and one (1) or more years of recent and related work experience with a demonstrated knowledge of credit union policies and procedures. Demonstrated experience as a Teller Service Representative, Member Service Representative and the General Office Clerk is desired. Must be able to work flexible hours. Must be bondable.

Performance: Demonstrated experience performing in compliance with established human resource and departmental policies regarding: attendance (absences, tardiness, sick leave and vacation use, and other scheduled or unscheduled absences); dress code; customer/member services; safety; security; disaster and other policies procedures and practices. Demonstrated effective and diplomatic oral and written communication skills. Performance is limited to the scope of essential duties and responsibilities.

Physical/Environmental Characteristics: Essential duties are performed in a general office work environment and regularly require sitting at a work station/desk while completing paperwork or using computers; calculators; copiers; fax machines and other business office machines and equipment. Essential duties may also involve: occasional kneeling; squatting; bending; walking; crouching; stooping and lifting up to 30 pounds to stack; store supplies or various office equipment, as directed. **Compliance to security and safety procedures; including use of Personal Protective Equipment (PPE), is required.**