



<b>Job Title:</b>	Operations Specialist	<b>Job Category:</b>	
<b>Department/Group:</b>	Operations	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Market St	<b>Travel Required:</b>	As needed
<b>Level/Salary Range:</b>	Pay Grade 6	<b>Position Type:</b>	Full Time Non-Exempt
<b>Internal posting URL:</b>			

**Job Description**

**ROLE AND RESPONSIBILITIES**

Primarily responsible for supporting members through telephone, mail, and email requests. These requests include processing new debit, credit, and ATM cards. It will back up overflow calls from the MCC. Also responsible for ATM settlement, ATM cash vault balancing, Pre paid card balancing. This position will back up Loss Prevention in regards to charge backs and claims processing.

Essential Functions and Responsibilities

- 20% Answer member and employee’s requests via phone in a professional manner following the credit union service standards for hold time, telephone etiquette and response times
- 20% Process ACH, MRDC, ATM Balancing, Inclearing and Deposzip as part of a team rotation
- 20% Responsible for reconciling and maintaining assigned general ledger accounts
- 10% Back up Loss Prevention in regards to charge backs, claims processing and ongoing fraud analysis. Process member requests for transaction disputes including PIN and signature based transactions
- 10% Review and process returned checks to recover necessary funds
- 10% Order ATM cash and balance the ATM cash vault on a rotating basis
- 10% Process transactions related to Prepaid card settlement

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

Experience                      One year to three years of similar or related experience  
 Education                        High school education or GED  
 Interpersonal Skills        Must be able to work with peers, vendors and members in a courteous and respectable manner.

**PREFERRED SKILLS**

Must have a strong working ability to multi-task and trouble shoot complex member issues .  
 Must also have strong analytical skills to trouble shoot technical and procedural issues in a timely manners. Must have strong Word and Excel skills.

**ADDITIONAL NOTES**

Other duties may be assigned as needed and as department needs change.

<b>Reviewed By:</b>	SVP Operations		January 6, 2017
<b>Approved By:</b>	SVP Operations	<b>Date:</b>	January 6, 2017
<b>Last Updated By:</b>	SVP Operations	<b>Date/Time:</b>	January 6, 2017