



Position Title		Division
Electronic Payments Representative		Information Technology
Reports To:	Department	Date
Electronic Payments Manager	IT/ATM-Debit Card	May 12, 2022
Supervises	FLSA	Revised
N/A	Non-Exempt	May 23, 2022

GENERAL SUMMARY

The Electronic Payments Rep, following established policies and procedures, supports members and Navigant staff in understanding and utilizing Credit Union products and services related to ATM/Debit Cards and processing requests/transactions as appropriate. Reports employee/member/system/service issues to management for escalation and resolution. Aids coworkers in completing tasks properly.

MAJOR RESPONSIBILITIES *(in descending order of importance and should be no more than 10, if possible)*

1. Balances various ATM and network reports to the Network Daily Settlement GL and posts daily adjustment to members accounts.
2. Monitors and research reported ATM general ledger discrepancies, posts adjustments and fee reversals as needed and follows strict adherence to Regulation E guidelines and credit union policy.
3. Monitors and maintains Enfact Cases. Updates case and card status as verified with the member and/or Navigant Employees, per policy and procedures. Reports and escalates potential fraud trends to team leaders for investigation and resolution.
4. Verifies Dispute Expert Cases originated on 24x7 Card Care and identifies any problem cases. Escalates case errors with Dispute Expert. Keys in non-member disputed transactions into Dispute Expert system.
5. Performs weekly reconciliation of IBKs utilizing multiple reports, performs batching of checks daily, and investigates and resolves any discrepancies.
6. Research member and staff inquiries and aids those with questions regarding the Electronic Payments offered.
7. Validates branch documents and forms daily. Processes necessary requests in a timely manner.
8. Performs a variety of administrative tasks, including but not limited to: manually adding agreements to card processor that didn't carry over from core system, updating 2nd savings/checking account correctly, placing/updating travel exclusions on members cards, ordering replacement cards for members who have reported their card stolen/lost, ordering and inventorying of various supplies, maintaining online system for gift & prepaid VISA cards and preparing a variety of on-going and/or special reports.
9. Performs other IT/Electronic Payments related duties as assigned by the Electronic Payments Manager.

QUALIFICATIONS:

Education

High School diploma or equivalent (GED) education. Some college level courses desirable.

Experience/Skills/Knowledge:

1. Minimum of 1 year financial institution operations experience preferred.
2. Must display a positive attitude and show an aptitude and eagerness to learn quickly.
3. Strong problem-solving skills, ability to analyze and solve problems independently.
4. Must have a strong attention to detail.
5. Excellent oral, written, telephone and interpersonal communications skills. Communicates clearly and precisely. Listens carefully and asks questions to clarify understanding.
6. Must have the ability to comprehend and perform duties independently.
7. Must have strong service orientation in alignment with the Credit Union’s mission and core values.
8. Must have the ability to prioritize multiple tasks/projects to meet deadlines.
9. Must be able to work effectively in team settings, work cooperatively on shared tasks and coordinate efforts.
10. PC proficient, including Microsoft Office (Word, Excel, Outlook) and the Internet.
11. Ability to utilize standard office equipment including but not limited to: copier, telephone, etc.

GENERAL DESCRIPTION:

In terms of physical requirements, this position requires work best described as:

- Sedentary Light Medium Heavy Very Heavy

PHYSICAL TASKS:

- Standing/Walking/Bending/Stooping – Occasional
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail and text messages – Continuous

AUDIO / VISUAL:

- Requires vision to perform work dealing with data and figures and computer screens. - Continuous

PSYCHOLOGICAL/MENTAL DEMANDS:

- Responds positively and productively to stressful (internal and external) member situations - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

Employee’s Signature		Date	
Manager’s Signature		Date	
Human Resources’ Signature		Date	