

## **Card Services Manager – Job Description Summary**

Coordinates through Branch Managers, Call Center Manager, and Vice Presidents the work flow of all plastics operations within established policies and procedures. Recommends and participates in the drafting of new debit/credit card policies and procedures, and makes decisions within existing policies, as they have been established by the Board of Directors and CEO. Administers the organizations Debit/Credit Card Sales, Share Branching Program, and Dispute Resolution Process. Oversee the quality, quantity, and progress of work flow throughout the Card Services Department.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Supervisory responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment