

Card Services Representative – Job Description Summary

Primary responsibility is to assist customers with problems and questions concerning the operation of their VISA/VISA Debit card, ATM card, and maintain files relating to customer use of these services plus other transaction accounts. Also responsible for other Special Services: Billpay, Check Loss Recovery, Levies, advanced IRA issues, and front end Visa collections. This person requires an ability to communicate effectively with prospective and current customers and to represent the organization in a positive and professional manner.

The complete job description covers the following topics:

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