

Plastic Cards Clerk - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows how to verify that payments are in balance, and what to look for if not
- Thoroughly understands payment posting procedure from beginning to end
- Thoroughly understands back-up functions to be performed, including assembling new card kits, entering clearinghouse, filing, changing addresses, labelling s/o cards, and deleting card files
- Has thorough knowledge of all documentation required for approval of Visa, MasterCard and ATM applications: employment and salary verification, credit reports, etc.
- Familiar with computerized systems used for Visa, MasterCard and ATM systems
- Keeps Service Manual current, and can score at least 90% on a test on services

QUALITY OF WORK:

- Makes postings to MasterCard, ATM and Visa accounts with 100% accuracy
- Leaves no out-of-balance conditions undetected or unresolved
- Gathers all documentation necessary for approval of applications for plastics
- Sets up auto-payments correctly, and properly notifies customers of when payments begin
- Keeps complete documentation on payment batches, deposits, etc., to assist bookkeepers
- Accurately performs back-up functions

QUANTITY OF WORK:

- Completes inputting of all payments before leaving each day
- Files all ATM applications for the week within a ____ day period
- Has all address changes input by Visa and MasterCard cycle date each month
- Begins processing of Visa and MasterCard applications within one day of receipt
- Routes all Visa and MasterCard applications to loan officer within one day of receiving completed paperwork
- Assists Card Services department by performing back-office functions when required

PROBLEM ANALYSIS:

- Knows how to research problems, and the mechanics of how to correct
- Recognizes and attempts to correct incomplete plastics applications and documentation
- Maintains awareness of reoccurring problems and suggest ways and means of overcoming on a more permanent basis