



Credit Union Plastic Cards Supervisor Job Description

JOB INFORMATION

<i>Job Code:</i>	115031
<i>Job Title:</i>	Credit Union Plastic Cards Supervisor
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Credit Union
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Performs a variety of tasks related to the processing and servicing of members plastic cards.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
--------------------------	---

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
--------------------------	---

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Knowledge of credit union loan operations.
X		Must have working knowledge of Symitar Core processing system, COOP Network system and MasterCard Systems.
X		General working knowledge in the following areas: Bank Secrecy Act, US Patriot Act, Regulation CC and funds availability, GLB and Member Financial Privacy, NCUSIF, and Truth in Savings.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as primary liaison between credit union and plastic card vendor/processor for all day to day plastic card activities and responsibilities.				
Responds to all plastic card account inquires and provides members with the requested information. Advises and provides recommendations when necessary.				
Sets up and disburses loans ensuring documentation is complete. Counsels members on financial responsibility. Analyzes and recommends loan applications. Approves applications within guidelines and appraises vehicles prior to financing.				
Has responsibility for assisting members with transactions over the phone and cross-selling products and services to meet individual and credit union specific goals.				
Reviews and set-up complete file maintenance required of new plastic card accounts.				
Develops and implements new plastic card operating procedures or changes in procedures involving plastic card department, or affecting other credit union departments.				
Reviews and processes plastic card adjustments involving annual fees and overlimit fees.				
Investigates and obtains late charges reversals, necessary documentation to resolve plastic card account disputes involving charge backs, unauthorized charges and fraudulent charges.				
Provides members with proper credit and formal written notice of findings in accordance with guidelines and regulations.				
Handles reports of lost or stolen plastic card reports made to the credit union in accordance with guidelines.				
Monitors possible card abuse due to frequent overlimit or suspicious activity.				
Develops and analyzes reports to resolve items, and identify potential problem.				
Reconciles multiple general ledger accounts daily.				
Keeps Operations Support Manager abreast on all notices and miscellaneous correspondence from plastic card partners on a continuous basis.				
Fulfills member research, document retrievals, search warrants and subpoena.				
Acts as the escalation point for all plastic card functions for the credit union.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected

under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.