



## JOB POST

Position: Electronic Services Representative  
Department: Digital Banking  
Reports to Assistant Vice President of Digital Banking  
Pay Basis / Classification: Hourly / Nonexempt

**Job Overview:** To assist with all aspects of Extra Credit Union's Electronic Services Department. This includes, but is not limited to, Audio Response, Automated Teller Machines, Card Programs, Home Banking, and Bill Payment Services.

### **Essential Functions & Responsibilities:**

- Research, trouble shoot and resolve member inquiries across all electronic channels.
- Monitor multiple internal and external reports to review activity, maintenance and fraud. Prepare, review, and submit management reports in an accurate and timely manner.
- Perform duties related to electronic channels, including but not limited to, processing chargebacks; processing member disputes; card orders; and submitting disputes to the Fraud Specialist.
- Review card requests based on credit union policies and ensure accurate and timely turnover.
- Ensure blocking notices are addressed and processed accurately and timely.
- Analyze job functions and duties to identify and implement efficiencies in the workflow.
- Keep management informed regarding key operating issues affecting electronic services channels.
- Work with Compliance Officer to ensure compliance with all policies and regulations governing electronic services.
- Perform other job duties as assigned.

### **Knowledge and Skills:**

- Three years of similar or related electronic services experience preferred.
- Minimum of a high school diploma or GED equivalent; post high school education, especially in information technology, is desired.
- Interpersonal Skills: A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and is usually of a personal or sensitive nature. Work may involve motivating or influencing others.
- Other Skills: Working knowledge of windows-based computer applications with accurate keyboarding skills. Requires a working knowledge of technology and how it can be used to enhance the member services experience.

If you are passionate about providing customer service in the digital banking arena and have the necessary skills to excel in this role, we encourage you to apply.