Caltech Employees Federal Credit Union

Electronic Services Representative

Position Purpose
Perform tasks associated with Mastercard credit cards, ATM cards and terminals, Online Banking, Mobile Access and Online Account Opening activities.

Duties and Responsibilities
- Opens new Mastercard credit cards via third party systems, MeridianLink and CO-OP's Springboard
- Creates new ATM cards on core system
- Processes Online Account Opening applications
- Handles member calls regarding Mastercard credit cards, ATM cards, Online Banking, Mobile Access, E-Statements, Online Account Opening and our website
- Assists members in troubleshooting computer related issues with any of our online systems
- Processes member change requests of their contact information for ATM cards and Mastercard credit cards
- Handles weekly balancing of CEFCU's ATMs. Opens service calls with ATM servicing vendor should an ATM have issues
- Reviews and approves daily ATM and Mobile check deposits. Performs adjustments/returns for members' and non-members' transactions using CO-OP's Data Navigator system
- Monitors and investigates possible fraudulent activity through Online Banking and Mobile Access, ATM cards and Mastercard credit cards
- Performs routine clerical duties such as photocopying, filing, posting, tabulating, mail distribution, scanning, emailing and making phone calls to members
- Reviews/works daily ATM and credit card reports. Works re-issue reports for ATM cards and Mastercard credit cards
- Works all Mastercard credit card compromised account notifications including notifying members and CUNA Mutual
- Monitor and update department procedures as needed

Qualifications and Requirements
- One to two years of financial services experience working with electronic services
- Ability to read and interpret documents such as policies and procedure manuals, and computer software instruction documents or manuals
- Ability to write routine reports, procedures and correspondence
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages
- Working knowledge of Fiserv Spectrum, CO-OP and First Data computer programs
- Technical skills related to e-commerce support such as browser settings, clearing of cookies/cache and ability to assist members in troubleshooting connectivity
- Ability to develop effective working relationships with all staff at all levels
- Excellent customer service skills
- Excellent verbal and written communication skills in English
- Ability to communicate information and ideas in speaking so others will understand

- Working knowledge of various Microsoft Office computer programs, such as Word and Excel, and other office equipment, such as typewriter, calculator, facsimile and copy machines
- Ability to define problems, collect data, establish facts and draw valid conclusions
- Ability to uphold confidentiality standards and exercise discretion and good judgment
- Must be bondable by the credit union's insurance agency