



Electronic Services Representative

CEFCU is seeking a service-oriented Electronic Services Representative to join its team. The successful candidate will perform tasks associated with eBranch, mobile access, online account opening activities, Mastercard credit cards, and ATM cards and terminals.

The Duties and Responsibilities of this position are as follows:

- Creates daily eBranch ACH origination files and posts daily eBranch ACH settlement files using the Connect FSS administrative system.
- Processes ACH adjustments and exceptions.
- Opens new Mastercard credit cards via third party systems, MeridianLink and Velera's Quick Assist.
- Creates new ATM cards on our core system.
- Processes online account applications.
- Handles member calls regarding Mastercard credit cards, ATM cards, eBranch, 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 card and Mastercard credit cards.
- Handles weekly balancing of CEFCU's ATMs.
- Opens service calls with ATM servicing vendor.
- Reviews and approves daily ATM and mobile check deposits.
- Performs adjustments/returns for members' and non-members' transactions using Velera's Data Navigator system.
- Monitors and investigates possible fraudulent activity through eBranch and mobile access, ATM cards and Mastercard credit cards.
- 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 TruStage.
- Monitors and updates department procedures as needed.

The Qualifications and Requirements of the position include, but are not limited to:

- Two years of financial services experience working with electronic services.
- Working knowledge of Fiserv Spectrum, Velera, 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.



Financial Service Representative

- 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.
- Excellent customer service skills.
- Ability to uphold confidentiality standards and exercise discretion and good judgment.
- Must be bondable by the credit union's insurance agency.

Salary Range

- \$26.75 – \$40.12