



Police Federal Credit Union

Position Description

Title: Back Office Representative

Reports to: Back Office Manager

FLSA Status: Non-Exempt

Organization Conformance Statement: In the performance of their respective duties and responsibilities all employees are expected to conform to the following:

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and management.
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other departments, employees, customers, members, and management.
- Work effectively as a team contributor on all assignments, and have general knowledge of Police Federal Credit Union's operations and services.

Position Purpose: Provide information concerning the credit union and its products and available services to credit union members and prospective members, while delivering the highest quality of member service.

Essential Duties and Responsibilities: The following are the essential duties and responsibilities of the position:

- Issuance of debit cards, ATM cards, credit cards, and Personal Identification Numbers either through mail or instant issue. Assist with cards returned due to undeliverable address.
- Obtaining reports of lost or stolen cards and assist members with resolution.
- Research and solve member questions, problems, and complaints concerning credit union accounts and services (CardNav, Sprig, Bill Pay, Online Banking, Score Card, FIS Clientlink, etc.).
- Assist Back Office Manager with the monitoring and maintenance of all ATMs. This includes, but is not limited to: maintaining ATM cash management log to assess daily cash withdrawals, determine amount needed for replenishment, replenish ATMs, provide first line maintenance, and assist the Back Office Manager with service calls to Equips.
- Investigate all ATM and Debit card fraud complaints. Determine the correct course of action necessary to resolve each complaint and assist the member through the process.

General Duties and Responsibilities: The following are the general duties and responsibilities of the position:

- Assist Card Services Representative with CAM and FICO alerts.
- Pull daily GAP/MRC claims, debt protection claims, and premium reports; also update POS/HB status, ATM activity, and eStatements.
- Responsible for issuance of courtesy pay overdraft letters.
- Assist in other position related duties as may be assigned by management.

Qualifications: Incumbent will have a minimum of two (2) years professional banking and/or credit union experience, with strong analytical and interpersonal skills. High school diploma required, and familiarity with MS Office computer software.

Work Site: Although the central offices for Police FCU are located in Upper Marlboro, employees may be required to report for work at other branch locations on an as needed basis.