

## **Resolution Processor – Job Description Summary**

Responsible to deliver outstanding service to both internal and external customers and to research questionable transactions on customers' Visa/MasterCard accounts. Post adjustments as required to the appropriate accounts.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment