

Special services Manager

SUMMARY:

Supervises and coordinates duties and functions of Special Services Division concerning banking functions such as Visa, IRA, and CD's as well as Checking Account exceptions.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Ensures that organization customer transactions in VISA Credit Card, ATM's, Individual Retirement Accounts, Certificates of Deposit and Checking Service comply with the policies, procedures, rules and regulations of the organization. Implements processes and procedures to respond to exceptions and take appropriate actions.
- Investigates the unsatisfactory usage of Checking accounts, ATM service and VISA card by customers and determines usage restriction, revocation, and/or cessation.
- Works with the Managers of other Divisions to participate in the research, development, and pilot-project launching of experimental new products and services.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)