

Plastic Cards Clerk

SUMMARY:

To serve customers' needs by handling plastic card inquiries over the telephone or in person, and to process financial transactions.

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

- Answers the telephone in the card department, answers inquiries and processes financial transactions in a courteous and efficient manner.
- Researches and resolves customer inquiries regarding card statements, disputes, and monetary adjustments.
- Processes file maintenance requests, such as name/address changes, replacement cards, and requests to close accounts.
- Has a thorough knowledge of credit card and ATM rules, regulations, and policies and procedures.

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