

Special Services Representative

SUMMARY:

The Special Services Representative's primary responsibility is to assist customers with problems and questions concerning the operation of their VISA/VISA DEBIT cards, checking accounts, and maintain files relating to customer use of these services plus other transaction accounts.

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

- In accordance with organization policy and standard procedure processes VISA credit/debit card applications, including setting up the account correctly, ordering cards, and responding to abuses in card usage by retrieving cards, processing chargebacks, and responding to compliance issues and arbitration's.
- Maintains records of all account aberrations, changes, abuses and misuse, including records of returned items, lost/stolen cards, issuing letters changing the authorized terms of usage, providing disclosure statements, and processing fraud claims.
- Processes record keeping and paperwork associated with customer use of all accounts under the jurisdiction of this Division.

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