

ATM Coordinator - Job Standards

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

KNOWLEDGE OF WORK:

- Has a complete and thorough understanding of the organization philosophy
- Knows and understands the product implementation options of the ATM system
- Knows and understands how to operate the ATM terminals
- Keeps informed of regulations, procedure changes and policies as mandated by ATM networks (i.e., Pulse, Cirrus, Yankee 24, etc.,)

QUALITY OF WORK:

- Maintains a minimum of 6 month supply of plastic cards at all times
- Conducts continuous staff training in the area of ATM operations
- Has no more than one (1) customer complaint every six months
- Ensures all ATM transactions are accounted for, balanced, charged to the proper account, and processed in accordance with standard procedure

QUANTITY OF WORK:

- Ensures all machines are maintained, supplied with cash, balanced and cleared regularly
- Issues all approved ATM cards daily
- Processes an average of ___ new ATM Cards monthly
- Processes an average of _____ ATM transactions, per machine, monthly
- Maintains control over all exception items; charges back, implements collection procedures, files insurance claims, and prepares a monthly report

FOLLOW-UP AND CONTROL:

- Monitors dormant card accounts, and takes steps to activate or delete these accounts
- Reviews action on fraudulent accounts; recommends disposition thereof within 90 days of occurrence
- Schedules maintenance of all ATM machines on regular basis to ensure sound operation and minimal inconvenience to users