

# University of Nebraska Federal Credit Union

## Payment and Digital Services Representative

**REPORTS TO:** Payment Services Manager, Member Services

### **Summary of Position:**

The *Payment and Digital Services Representative* is responsible for providing a wide range of client and internal support functions related to digital banking and payment services products. The incumbent will serve as the credit union's subject matter expert for digital banking including product implementation, product knowledge, technical troubleshooting, and training as well as assisting both internal and external clients in a clear and pleasant manner.

### **Responsibilities (include but are not limited to):**

- Provides technical, operational, and administrative support for all digital banking products and services.
- Assists with digital product deployment, and project implementation; collaborates with management in the setup, services, support, and administration of the digital channels.
- Demonstrates a strong knowledge set of system capabilities and limitations in order to accurately respond to the credit union's demands.
- Possesses detailed knowledge of necessary compliance, documentation, requirements, and testing required to enroll or update digital products.
- Makes recommendations on product enhancements, future functionality and use case.
- Ability to decipher member or vendor issues and determine appropriate resources to engage in problem resolution.
- Serves as Tier II support; responds to member questions or concerns regarding digital and payment services in a timely, accurate, and professional manner.
- Stays abreast of changes and the potential for impact; collaborates with internal and external peers to communicate updates, scheduled outages, and problem resolution to the affected member(s).
- Serves as an internal subject matter expert for peers within the credit union.
- Assists with internal training for digital products and services which may include classroom, 1:1, and virtual environments; creates training content and resources.
- Maintains and ensures quality service standards.
- Assist with card processes. Minimize losses by reviewing daily fraud alerts and contacting cardholders. Process daily rewards, cash back, card settlement, and ATM balancing. Review card orders, instant issue cards, and blocked cards for any processing errors. Create cases with card processor as needed.
- Process Courtesy Pay and overdrawn accounts; review reports, mail letters/send emails, and assist with member's questions or problems.
- Assists with Bill Pay accounts including enrollment, payees, payments, and stop payments.
- Sets up and verifies ACH originations and auto transfers deductions for members.

**Requirements:**

- Bachelor's degree in a directly related field such as Information Technology, Business or the equivalent combination of education, training and/or experience.
- 2+ year(s) experience in financial services, with priority given to relevant work at a credit union and/or bank.
- Strong knowledge of digital banking products and services.
- Technically savvy; must possess a high degree of digital literacy and fluency.
- Ability to multi-task and prioritize with minimal direction; possesses appropriate tactfulness and assertiveness to problem-solve and propose changes.
- Excellent verbal, written, and interpersonal communication skills.
- Effective organizational, planning, and time management skills.
- A high degree of poise and tact to represent the credit union positively with outside contacts and members.
- Interpersonal skills must include the ability to motivate or influence others which requires a high level of diplomacy and tact. Must be able to obtain cooperation (internally and externally).

**Location and Hours:**

- 1720 P Street, Lincoln, NE 68508
- Work to be conducted during normal hours of operation: Monday through Friday 8:30 am-5:00 pm CT.
  - Note: Occasional evening or weekend hours may be required as dictated by product releases and implementation.