

Payment Services Representative

Reports to: Payment Services Manager

Open: Immediately

Position: Full-time, 40 hours per week

- Hours 8:30 am – 5:00 pm (Monday – Friday)
- 30 minute lunch

Description:

We at the University of Nebraska Federal Credit Union like to make a difference in our customers' lives and we work hard every day to help our members save time and money.

As our Payment Services Representative, you will be the first point of contact for our members and staff when they have any questions or concerns regarding payment services, card processes, fraud, bill pay, and courtesy pay. You will take inbound calls, troubleshoot issues, and assist with various payment service processes.

Essential Functions:

- Assist members and staff with payment questions or problems. Payments include ACH, ACH Originations, cards, drafts, Bill Pay, auto transfers, and payroll deductions.
- 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, reverse fees to comply with de minimis policy, and assist with member's questions or problems.
- Assists with Bill Pay accounts including enrollment, payees, payments, and stop payments.
- Process ACH originations, auto transfers, and payroll deductions for members.
- Helps to process domestic and international wires.
- Performs other job related duties as assigned.

Qualifications:

Experience: One year to three years of similar or related experience.

Education: (1) A two-year college degree, or (2) completion of a specialized certification or licensing, or (3) completion of specialized training courses conducted by vendors, or (4) job specific skills acquired through an apprenticeship program.

Other Skills: Should have excellent analytical and problem solving skills, detail oriented and organized. Must have knowledge in Microsoft Office (Word, Excel, Outlook). Must be able to operate a ten key calculator.

Wage: Based on experience, between \$17-\$20

University of Nebraska Federal Credit Union is an Equal Opportunity Employer

Please send resume with cover letter to:

Contact Person: Sam Cressler

Address: 1720 P Street
Lincoln, NE 68508

Fax: 402-472-6814

Email: scressler@nufcu.org