

**University of Nebraska Federal Credit Union**  
**Structured Compensation - Job Description**  
**Payment Solutions Manager**

**Role**

The Payment Solutions Manager is responsible for overseeing and optimizing the credit union's payment ecosystem. This involves a blend of strategic planning, technical expertise, relationship management, and a focus on both the member experience and business growth. The Payment Solutions Manager will direct the daily activities of the credit union's Visa credit/debit card programs as well as the digital payment channels. Develop and implement Visa credit/debit card operations policies and procedures ensuring they meet federal, state, and regulatory guidelines. Ensure credit union staff provide quality service according to NUFCU Service Standards. Provide coaching and mentoring and direct the activities of the department. Provide feedback and guidance concerning department operations. Manage systems/procedures in the department, ensuring they operate efficiently and accurately.

**Essential Functions & Responsibilities:**

- 35% Operational Management & Optimization: Manages the operation function of the Payment Services department which includes debit and credit plastics and digital channel payments such as ACH originations, Bill Pay, Apple Pay, Google Pay, Contactless, Make A Payment, etc. Process activities including card settlement, card ordering, and file maintenance. Manage the credit union's courtesy pay program; sends correspondence, works collections, and reports charge offs. Coordinates installation, maintenance, and removal of ATM machines.
- 20% Management and leadership: Manages and mentors the Payment Services team, coaching members and fostering a collaborative environment. Conducts performance reviews and allocates resources to meet operational needs within the department.
- 15% Fraud Prevention: Reviews fraudulent reports and monitors suspicious transaction activities and resolves fraudulent activities. Connects with merchants and cardholders to verify charges and prevent loss. Works with vendors to implement system changes to diminish the credit union's exposure.
- 15% Partnership and Relationship Management: Build and maintain relationships with third party vendors and ensure agreed-upon terms of the negotiated agreements are adhered to by reviewing monthly and quarterly invoices and Visa reporting.
- 10% Compliance: Ensure we comply with vendor mandates, government regulations, and implement changes as needed. Process chargebacks as necessary. Review accounts to ensure policies and procedures are being followed.
- 5% Oversee digital banking operations and serve as a Tier II contact for digital banking questions.

**Performance Measurements:**

1. Carryout assigned responsibilities, meets all deadlines, minimal errors, and in accordance with established policies and procedures.
2. Ensures Payment Services team meets service standards and provides friendly, professional, personal service to all members. Evaluates the performances of team members.

3. Provide informed, professional and accurate service and support to all members and associates. Troubleshoot and resolve member and internal inquiries in a timely and accurate manner.
4. Clear communication. Keep Vice President informed regarding issues that concern the department. Keep management and/or staff informed of any issues that might affect the credit union and membership.
5. Demonstrate positive behaviors that promote high morale, cooperation and enthusiasm.
6. Works collaboratively across all departments and coordinates to resolve system and member issues.
7. To maintain a professional attitude, work environment, and businesslike appearance.

**Knowledge and Skills:**

Experience	Three years to five years of similar or related experience.
Education	A Bachelor's degree in a relevant field is preferred and several years of experience in payments or related areas. Experience in regulated environments and history of proven team leadership.
Interpersonal Skills	A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Obtaining cooperation is an important part of the job.
Other Skills	Should have excellent analytical and problem-solving skills, detail oriented and organized. Should have strong written and oral communication skills. Self-direction is necessary. Must be skilled in Microsoft Office (Word, Excel, Outlook).

**This job description is not a complete statement of all duties and responsibilities comprising the position.**