



Debit Card Job Description

Last Reviewed: 11/16/2023

Duties of the Debit Card Job include but are not limited to:

- Answer Debit Card and Bookkeeping phone calls
- Print new and replacement cards and reorder expiring cards utilizing the EFT Fiserv system
- Balance general ledger for ATMs (Mineral Point, Dodgeville, Hollandale) daily
- Complete Debit Card file maintenance daily
- File Debit Card Applications
- Activate cards for customers adding to their Mobile Wallet
- Contact Debit Card customers and process ENFACT notifications, and update in Case Tracker
- Contact Debit Card customers on CAMS list and order new cards
- Examine Monthly Reissue Report and Daily Reports
- Open Enfact Exemptions for all travelers and log on spreadsheet
- Submit Customer Disputes and log in compliance with Reg E
- Complete customer research and problem solve
- Organize Port Relationships
- Research projects when needed
- Attend, participate in, and prepare data summary reports for regular Bookkeeping meetings
- Participate in monthly calls with our Fiserv Card Service Account Executive
- Keep in contact with Risk Office on Fraud Trends
- Prepare Annual Risk Assessment report for Board of Directors

WORKING CONDITIONS:

- Close quarters that need to be occupied with a number of fellow employees
- Work with varied time schedules in a fast-paced setting
- Professional and confidential atmosphere
- Unpredictable hours, sometimes long, to complete the daily workflow

Job descriptions are not intended, and should not be construed, to be all-inclusive lists of all responsibilities, skills efforts or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.