



## **Technology Team Associate**

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Department: Operations

FLSA Status: Non Exempt

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**JOB SUMMARY:** Provides assistance to TVFCU members with home banking, bill pay, remote deposit capture, MasterCards and debit cards over the phone and in person during normal business hours.

**REPORTS TO:** Justin Henske

**SUPERVISES:** N/A

### **ESSENTIAL FUNCTIONS:**

#### **Card Support**

- Answers all debit and credit card questions
- Maintains general knowledge of ClientLink/PassThrough
- Works with members on TVFCU credit card reward program
- Assists members with credit card website
- Provides support for online banking
- Makes MasterCard payments and makes payment corrections for members
- Adds travel notes in the system on behalf of members
- Processes name and address changes updates phone numbers
- Activates TVFCU member cards
- Closes cards, prints statements and orders convenience checks per member request
- Blocks or reissues lost/stolen/compromised cards
- Orders duplicate cards and PIN reminders
- Manages member fraud alerts
- Maintains working knowledge of Apple Pay, Android Pay, Samsung Pay
- Processes balance transfers for members
- Calls members on returned mail

#### **Home Banking/Billpay/RDC**

- Administers home banking services and handles all member issues
- Helps members sign-up and use home banking mobile app
- Assists members with remote deposit capture (RDC)
- Signs members up for e-statement sign-up and maintains general understanding of e-statement
- Helps members with bill pay setup and payment inquiries



- Providing support to members on the online chat feature.

**ADDITIONAL AND ONGOING RESPONSIBILITIES:**

- This position requires employees to answer phones and help members as they come into the facility
- This position does require Friday hours until 6:00 and Saturday coverage on a rotation

**KNOWLEDGE, SKILLS & ABILITIES:**

- Exceptional member service skills required
- Problem solving skills required
- Ability to multitask in a fast paced environment
- Excels while working on a team based environment
- Proficient typing skills required
- Excellent verbal and written communication skills required
- Dynamic, engaging and outgoing personality required
- Patient and kind demeanor to teach members new technology

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands for this position are as follows:

- Ability to change locations throughout the day frequently (desk, lobby, conference room, travel offsite to locations as needed)
- Repeat the same movements
- Use their hands to handle, control, or feel objects, tools, or controls
- Sit for long periods of time
- Use stomach and lower back muscles to support the body for long periods without getting tired
- Make fast, repeated movements of fingers, hands, and wrists

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**DATE CREATED/REVISED: 8/20/19**