



Technology Team Associate

Department: Operations

FLSA Status: Non Exempt

JOB SUMMARY: Provides assistance to TVFCU members with home banking, bill pay, remote deposit capture, VISA Debit and Credit Cards over the phone and in person during normal business hours.

REPORTS TO: Justin Henskee

SUPERVISES: N/A

ESSENTIAL FUNCTIONS:

Card Support

- Answers all debit and credit card questions
- Maintains general knowledge of PSCU debit and credit card account tools
- Educates members on TVFCU debit and credit card reward programs
- Assists members with credit card website
- Provides support for online banking
- Makes VISA payments and corrects payments for members
- Adds travel notes to members' accounts
- Processes name and address changes, and updates phone numbers
- Assists members with Debit and Credit Card Activation and establishing PIN
- Closes cards, prints statements, and orders convenience checks per member request
- Blocks or reissues lost/stolen/compromised cards
- Orders duplicate cards
- Manages member fraud alerts
- Maintains working knowledge of "Pay" technologies. Including but not limited to Apple Pay, Google Pay, Samsung Pay, FitBit Pay, Garmin Pay
- Processes balance transfers for members
- Calls members ~~on~~ regarding returned mail

Home Banking/Billpay/RDC/ Home Banking App/ Card Controls App

- Supports home banking services, enrolls members, and handles all member inquiries
- Helps members to sign-up and use the home banking mobile app
- Helps members sign-up and use the card control app
- Assists members with remote deposit capture (RDC) initial set up and questions



- Signs members up for e-statement enrollment and maintains general understanding of e-statement
- Helps members with bill pay setup and payment inquiries
- Provides support to members on the online chat feature.
- Ability to answer Secure Messaging and Contact emails

ADDITIONAL AND ONGOING RESPONSIBILITIES:

- Answer phones and help members as they come into the credit union
- Requires Friday hours until 6:00 and possible Saturday coverage on a scheduled rotation
- Sends daily employee schedule email to organization
- Prepares daily mail and takes it to the Post Office
- Occasionally assist with Teller Department coverage, as assigned by management

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Completion of TVFCU teller training program
- Exceptional member service skills
- Excellent problem solving skills
- Proficient typing skills
- Ability to multitask in a fast paced environment
- Ability to toggle back and forth in several software applications, simultaneously
- Excels while working on a team based environment
- Excellent verbal and written communication skills
- Dynamic, engaging, and outgoing personality
- Patient and kind demeanor while teaching 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: 9/29/2020