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# Example of Specialist / Associate Job Description

Our company is looking for a specialist / associate. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for specialist / associate

* Desktop support involves resolving a variety of user problems and providing training to help users become more productive with their IT systems configuring, building, installing new and replacement computers and peripherals
* General understanding of Help Desk Operations
* Learns or remains current on Visa and MasterCard rules and regulations, federal and state regulations and internal procedures that affect chargeback dispute processing
* Handles all aspects of the dispute process in compliance with Visa/MasterCard, federal and state rules and regulations
* Reviews, researches and initiates the resolution of dispute inquiries from cardholders, financial institutions, merchants and internal departments
* Handles/resolves non-posted items, retrieval projects and authorization chargeback’s
* Develop and maintain cost plan for power station construction projects based on approved estimates and schedules
* Prepare and analyze monthly budget variance reports for management
* Coordinate use of controls equipment and facilities
* Conduct meetings with contractors and company personnel on cost control matters

## Qualifications for specialist / associate

* Demonstrate organizational, problem solving and analytical skills
* Knowledge of labor, wage and hour laws, including EEOC, AA, ADA, FLSA
* Ability to operate with integrity and fairness
* Two to three years of experience in a fast-paced, plant-location human resources environment required
* Certification in the Human Resources field is beneficial, , PHR
* You possess good communication and customer-relationship skills – responsiveness, sensitivity, diplomacy