Our company is looking for a support rep. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for support rep

- Processes block entries for all daily settlements
- Performs a callback on all data entry for ATM/Debit cards completed the preceding day
- Performs a callback on all scanning done for the Business credit card portfolio
- Prepares and distributes various certifications and reports for the ATM/Debit cards and Business credit card portfolio
- Conducts monthly audits and certifications
- Handles lost, stolen or fraudulent card issues
- Resolves customer inquiries and complaints within given authority
- Operates computer efficiently to process account activity
- Perform card maintenance on mainframe (ITI) including the addition, deletion and creation of port name lines
- Opens mail using the Opex 51 and 150 extracting equipment

Qualifications for support rep

- Strong understanding of current process and procedures and may identify opportunities for improvement
- Provides electronic submission for automated accounts
- Prepares customized batch report following customers written instructions, email, faxes, or copies finished deposit information by designated cutoff
- Safeguards all confidential information for financial privacy and HIPPA

- Provides customer service information to customers and other Bank officers regarding deposits and archived information