

## **Implementation Specialist - Card**

### **MISSION/PURPOSE OF POSITION**

- Direct and Manage all phases and aspects of Card Processing implementations for Member Access Processing as directed by Supervisor to ensure outstanding implementation support to MAP Clients.

### **KEY RESULT AREAS/ESSENTIAL JOB FUNCTIONS**

#### **Existing Card Processing Clients**

- Facilitate the implementation of Visa DPS products and services for existing Member Access Processing clients. Implementation products include, but are not limited to:
  - New Card Processing Clients
    - Implement MAP core processing services to include Debit, Credit, ATM, POS and all ancillary products sold to the client.
  - EMV Migrations and Projects
  - Host Data Processing Vendor Platform Upgrades
  - Falcon
  - Mobile
  - Name Match
  - Rewards
  - Instant Issue
  - CMA (Card Management)
  - New Bin Additions
  - Network Participation Changes
  - Network Business Enhancements
  - April/October Business Enhancements
  - Call Center Changes
  - Telecom/Communication Upgrades/Changes, et al.
  - Core Client Deconversions
- Responsible for writing procedures / creating project plans and keeping them updated for Implementation Department related projects.

#### **Client Support / Relationship Management**

- Plan, coordinate and conduct status calls with clients and vendors as needed throughout the implementation process. Provide updated minutes (documentation) and project plans to clients throughout the implementation process.
- Assist, as required, in the research and resolution of implementation issues prior to turnover to Client Services, Settlement and Training Departments.
- Act as liaison between the client and Visa DPS support staff.
- Provide client guidance and coordination of new EFT support services and products.

### **POSTION DIMENSIONS**

#### **Scope, Complexity and Judgment Required**

- Extensive knowledge of Card Processing Platforms, DP systems and processors, network implementation strategies, telecommunications, ATM connectivity, item resolution and daily settlement processes.

- Acts as liaison between MAP clients, Visa DPS technical staff and client vendor relationships *in tracking, reporting and resolving outstanding issues.*

### **Decision-Making Authority**

- Routine implementation decisions are made independently, as well as in partnership with affected Member Access Processing business units and outside vendors.
- Proposes/recommends changes or actions on implementation projects, initiatives and expenses, and works with Supervisor to expend company resources if within budgeted parameters.

### **Supervision Received**

- Reports directly to the Senior VP of Implementations.
- Reports to the Assistant VP of Implementations in the absence of the Senior VP of Implementations.
- Works independently and collaboratively with all Member Access Processing business units.

### **Direct Responsibility**

- Has direct responsibility for analysis, development and delivery of Member Access Processing implementation-based outcomes as defined by the scope of current and proposed implementation initiatives.
- Has direct responsibility for outside vendors and agencies who participate/interface with the current and ongoing development of implementation-related processes and activities.
- Responsible for backing up projects of other Implementation team members when they are out of the office.

## **POSITION SPECIFICATIONS**

### **Education**

- An Associate's Degree in Business Administration, Finance, or Operations Management preferred.
- 3-5 years of electronic banking experience, including card issuance, or related experience required.
- Demonstrated excellence in the management of account/vendor relations, account/system resolution(s) and client service (*required*).
- Demonstrated ability to work independently and solve problems.
- Proficient in computer programs such as Microsoft Word, Excel, PowerPoint, and Outlook, as well as database management programs required.
- Direct implementation experience in credit/debit/ATM/POS card programs preferred.

### **Skills and Experience**

- Demonstrated ability to work independently to assess, develop, and deliver implementation-related resolution processes that support the business plan that are within budget guidelines.
- Strong interpersonal communication skills in person and by telephone:
  - Communicate clearly in English with all individuals in a positive, diplomatic manner;
  - Listen proactively and respond appropriately, addressing expressed needs with a satisfactory conclusion for all parties.

- Strong written communication skills:
  - Assess and formulate written solutions that may include correspondence, emails, proposals, presentations, evaluations of current or proposed client and business activity.
- Exercise clear, focused written and interpersonal communications with clients and co-workers.
- Ability to work independently, solve complex problems and propose solutions.
- Highly business-minded, with the ability to identify and offer creative business solutions.
- Possess strong computer skills, including willingness to understand and use research resources available through a variety of sources.
- Ability to organize, prioritize and manage multiple priorities with attention to detail and follow through.
- Ability to work with tight deadlines and in pressure situations.
- Ability to work with Member Access Processing business teams, and associated vendors in a collaborative manner and as part of a team.

### **Physical Requirements**

- Sit and work for long periods of time (75-100%)
- Read documents necessary to the daily performance of essential functions (75-100%)
- Competently operate standard office equipment: personal computer, telephone, photocopier and fax machines (75-100%)
- View a computer terminal for extended periods of time while producing documents, conducting research and working with clients (75-100%)
- Lift boxes and equipment weighing up to 30 pounds (15-30%)
- Travel offsite and operate a motor vehicle for moderate periods of time (15-30%)