

MEMBER ACCESS PROCESSING, LLC

Position Title: Client Service Specialist
Division/Department: MAP Client Services Department
Reports To: Director of Client Services

Primary Responsibilities

- Candidate will support the daily operations of Member Access Processing's Client Services Department. Member Access Processing is a reseller of Visa Debit Processing Services' products and services, including authorization and settlement, card personalization, fraud management, dispute processing, and other services.

Essential Functions

- **Client Services**
 - **Core Client Support**
 - Manage client support functions, related product and services, and resolution processes.
 - Research and resolve client inquiries, adjustments, settlement and invoicing issues.
 - Log all client inquiries in a timely manner.
 - Act as liaison between the client and Visa DPS support staff.
 - Assist in department procedure development.
 - Assist in the coordination of client meetings and development of client materials.
 - Prepare and distribute weekly client communications on a rotating basis.
 - **Prepaid Client Support**
 - Implement, service, train, and support MAP's Gift and General Purpose Reloadable Clients and BEKEN's General Purpose Reloadable Programs.
 - Respond to inquiries from clients, staff and key contacts.
 - Log all client inquiries in a timely manner.
 - Create and distribute Prepaid reports.
 - Monitor reorder points of Prepaid collateral, cards, and other inventory related tasks.
 - Assist in development of department procedures.
 - Secure and log internal account for Prepaid Card plastics, and track distribution of cards.
 - Unload funds on expired internal account cards monthly.
 - Prepare and distribute weekly client communications on a rotating basis.
 - **Card Plastics and Personalization Support**
 - Manage the reorder process for card plastics, inserts, and activation labels.
 - Prepare sales quotes and facilitate the proof approval process.
 - Research and resolve client inquiries on daily card vendor processes.
 - Log all client inquiries in a timely manner.
 - Support Implementations as needed while onboarding new clients.
 - Maintain effective and positive vendor relations.
 - Act as User Administrator for vendor web portals.
 - Assist with Training clients on vendor web portals.
 - Assist in development of department procedures.

POSITION DIMENSIONS

Scope, Complexity and Judgment Required

- Strong knowledge of Card Processing Platforms, DP systems and processors, network implementation strategies, telecommunications, ATM connectivity, item resolution and daily settlement processes.
- Ability to quickly assess impacts and coordinate appropriate response with internal and external stakeholders, including MAP clients, Visa DPS technical staff and client vendors in the tracking, reporting and resolving of outstanding issues.
- Availability and timely responsiveness in after-hours emergency support for MAP Client base.

Decision-Making Authority

- Routine decisions regarding the day-to-day operation of client programs and services are made independently and/or under the general supervision of the Director of Client Services and applicable MAP business units.

POSITION SPECIFICATIONS

Education

- 1-3 years of electronic banking experience, including card issuance or related experience is preferred.
- A demonstrated excellence in the management of account/vendor relations, account/system resolution(s) and client service is preferred.
- Demonstrated ability to work independently and solve problems.
- Specialized training in computer programs such as Microsoft Word, Excel, PowerPoint, Outlook, and Project, as well as database management programs is preferred.
- Demonstrated ability in procedure writing is preferred.
- Direct client service experience in credit, debit, ATM, POS card programs preferred.

Skills and Experience

- Strong computer skills, including willingness to understand and use research resources available through compact disk technology and the Internet.
- Demonstrated knowledge of building and following product-specific project plans is essential.
- Ability to set priorities and work independently and proactively, without close supervision.
- Ability to exercise clear, focused written and interpersonal communications with clients, vendors and staff.
- Ability to identify problems and recommend solutions.
- 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, clients and associated vendors in a collaborative team manner.

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%)

Other

- Ability to work an 8:00 a.m. to 5:00 p.m. shift is required. Some flexibility in hours may be expected.
- Valid driver's license to operate a motor vehicle.
- Successfully pass a background check.