Job Description

Job Title: CU – Payment Specialist I
CU Grade:
FLSA: Non-Exempt
Supervises Direct: N/A
Reports To: Payments Manager
Effective Date: MM/DD/YYYY
Approved By: Afua Essandoh
Prepared on: 12/22/2025

Position Summary:
The position of Payment Specialist 1 is responsible for working with the Payments Team to manage all aspects of the credit, debit, and ATM Only card programs. In addition, this position monitors the various ATMs owned/rented by the credit union and ensures they are operational and have sufficient cash.

Duties and Responsibilities:

1. Process the plastics forms and plastic tasks
2. Backup for ACH, and Mobile Deposit exceptions processing
3. Processing Draft (check) Exceptions
4. Support for projects or tasks assigned.
5. Support the credit, debit, and ATM only card programs. Ensure that cards are setup properly and ordered in a timely fashion in keeping with service level agreements with member services. This requires working with various vendors including Velera and FDR.
6. Support fraud issues and resolution for credit, debit, and ATM only card programs. This requires working with various vendors including Velera and FDR.
7. Performs other job duties as assigned.

Qualifications:

- Three (3) to Five (5) years of relevant experience. Banking or Credit Union experience preferred.
- Three (3) to Five (5) years of member/customer relations experience.
- Accounting Experience desirable.
- Ability to manage multiple tasks and deliverables with set deadlines.
- Strong communication skills, verbal and written.
- Strong attention to details.
- Ability to exercise tact and responsibility with handling confidential information.
- Strong Microsoft office skills (Excel, PowerPoint, and Word).