

**Position Summary:** The Senior Payments Program Specialist is responsible for the daily operations and strategic growth of Novation's credit and debit card portfolios, other payment solutions utilized by our members and our ATM network. This position is located at our branch in Oakdale, MN and reports to the Vice President of Marketing, Sales and Member Experience.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned.

- Makes recommendations and assists with the development/implementation of strategies to improve Novation's payment programs and increase member usage.
- Provides appropriate training and support to Sales and Service staff to enable prompt response to member questions or issues.
- Performs daily operational-and product-related service to support all cardholders.
- Works closely with vendor fraud support to ensure blocks and other rules and exceptions are set at optimal levels. Reviews all daily reports (fraud and otherwise) and takes appropriate action.
- Assists members with card fraud/disputes; investigates fraudulent transactions and provide timely notifications back to affected members.
- Contacts debit and credit processors regarding disputed transactions. Coordinates necessary paperwork and initiates bond claims when applicable.
- Ensures compliance with rules and regulations governing all payment programs.
- Acts as a liaison with all payment solution vendors.
- Manages all projects related to payment and ATM programs.
- Reviews and analyzes daily/monthly statistical reports and prepares actionable information for management.
- Monitors member accounts for fraudulent activity and determines appropriate notifications.
- Inputs required data for ordering and maintaining member debit and credit cards.
- Respond to member inquiries regarding Visa credit and debit cards as well as other payment solutions.
- Monitors, troubleshoots, and submits maintenance requests for Novation owned ATMs.

**Education and Experience:** The ideal candidate will have either (1) a Bachelor's degree and 1–3 years of financial institution card and payments experience or (2) an Associate's degree and 3–5 years of financial institution card and payments experience.

- Knowledge and experience working with payments industry vendors (e.g. PSCU, Fiserv, First Data, ATM networks, Datacard).
- Demonstrated proficiency with Microsoft Office (Excel, Word, PowerPoint and Outlook).
- Proven and excellent member service skills.
- Above average aptitude for attention to detail, accuracy and thoroughness. Strong verbal and written communication skills including active listening.
- Strong strategic, problem solving and decision-making skills.
- Above average analytical skills including experience with analyzing data and making recommendations.
- Able to effectively work independently and as part of a team.
- Self-starter, resourceful, able to multi-task and work with minimal direction.

If you are interested in this great opportunity, please submit a cover letter and resume to Human Resources at [humanresources@novation.org](mailto:humanresources@novation.org).