

## **Plastic Cards Administrator - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Has thorough knowledge of organization policies and procedures regarding all plastic card and ATM programs. Keeps Service Manuals current, and can score at least 90% on a test on services
- Has thorough knowledge of regulations pertaining to the two programs, particularly Z and E
- Has thorough knowledge of procedures established by processors and national networks
- Knows how to solve routine problems related to plastic card services
- Is thoroughly familiar with and can teach subordinates the Visa, MasterCard, and ATM computer programs, including interface with card processors, exception handling and the like
- Knows how to balance, reconcile and account for all processes involved in the card programs

### QUALITY OF WORK:

- Ensures all plastic accounts are operated within policy, procedures, and regulation
- Operates plastic accounts -- opening, closing, establishing limits, account verification, maintenance, reporting, record keeping -- in accordance with specific processes and procedures
- Does all work correctly (writing, storing, labelling, etc.)
- Processes all charge-backs correctly, using proper reason codes
- Balances and posts ATM daily with no errors
- Sets up new Visa, MasterCard and ATM accounts with no errors

### QUANTITY OF WORK:

- Uses PC to open, close, amend plastic accounts on a daily basis
- Issues and reissues cards daily, as approvals given by others
- Maintains all customer accounts on a current basis
- Responds to plastic card inquiry in a timely manner
- Completes all daily work daily, no backlogs or exceptions

### PROFESSIONALISM:

- Subscribes to the theory of professionalism as an "attitude" and an "ethic" demonstrated in practice
- Personal deportment (behavior) always at standard. No deviations; this includes following organization's dress code, and practising acceptable hygiene, grooming and personal habits. Personal appearance and conduct are always consistent with organization's professional image
- Treats all customer business and information (positive or negative) as completely confidential.
- Discloses information only as required by legislation or organization policy
- Promotes goals and aims of organization
- Ensures that position and power is never compromised by reason of friendships, conflict of interest or otherwise