



At F&A Federal Credit Union, we are creating exceptional financial opportunities for our members and their families today, and for generations to come. We proudly serve employees of the LA County Fire Department, Agricultural Commission / Weights & Measures, and local municipal employees and their families. Our mission is to help our members reach their financial goals at every life stage by providing access to the highest value products, superior service, and trusted advice. To really stand out in a constantly changing world, each of us at F&A is values-driven at every level and sharing in the responsibility for creating a great workplace. As part of the F&A team, you will enjoy these outstanding benefits:

- Medical, Dental, Vision, and Life Insurance – 100% of employee premiums are paid by F&A
- Subsidized medical premiums for dependents
- Employee Loan Discount Program – even better rates on your home and car loan
- 401k with employer match up to 3.5%
- Profit sharing – 6% of annual salary is contributed each full calendar year worked
- Paid time off accrual starting at 4 weeks per year
- Up to 13 paid holidays
- Flexible spending accounts for health and dependent care
- Voluntary plans – additional life insurance available for employee and family
- Educational assistance program
- Employee assistance program

Essential Job Responsibilities:

The Card Services Representative is responsible for providing member support, problem resolution, processing debit and credit cards, and providing activity and fraud reports.

- Responsible for accurate processing and adjustment for card and electronic services as needed.
- Provide support for credit and debit cards, including process card orders, block lost/stolen cards, daily review of new Visa requests opened, set up card alerts.
- Resolves complex member questions and complaints related to card services.
- Perform routine maintenance on debit and credit cards.
- Assist members with card Awards questions and redemptions.
- Research and resolve credit/debit card, and Zelle/P2P charge disputes.
- Completes log for all Regulation E error resolutions.
- Perform transactions between members and GL accounts pertaining to card related processes.
- Assists members and staff with Digital Banking.
- Contacts members regarding potentially fraudulent card transactions.
- Assist with various department responsibilities, including ATMs, Shared Branch, and Visa.
- Review department policies and procedures to ensure accuracy.

Qualifications

- High school diploma or general education degree (GED)
- Ability to be bonded and retain bond ability



- One to three years of similar or preparatory experience
- Strong verbal and written communication skills
- Computer and software proficiency (MS Word, Excel, Financial)
- Accurate typing/data entry and processing of data; ability to work on PC for 6-8 hours per day
- Ability to evaluate, plan, and prioritize work effectively and independently
- Must be adaptable to different and changing situations and solve problems
- Ability to deliver courteous, friendly, and professional service
- Makes decisions with integrity
- Ability to work independently and with minimal supervision
- Excellent interpersonal communication skills

F & A Federal Credit Union is an equal employment opportunity employer. We will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring (Ban the Box) ordinance. Hourly range: \$21.45 - \$26.82

Submitting your resume serves as only an inquiry for employment. If your skills and experience are a good match for the role, you will be asked to complete an official application for employment prior to meeting with us for an interview. For consideration, please submit your resume to jobs@fafcu.org.