



Welcome to a new standard of excellence!

Our purpose since 1936 has been simple, *to ensure that our members receive caring and personal service along with exceptional value.* We are committed to serving employees of the LA County Fire Department, and local municipal employees and their families with industry-leading dividends on deposits, and competitive loan rates. We are socially conscious and reflect the values we live by. To really stand out in a constantly changing world, each of us at F&A is value-driven at every level. We believe in a good work/life balance, and we all share the responsibility for creating a great workplace. As part of the F&A team, you will enjoy these outstanding benefits:

- Medical, Dental and Vision Insurance – 100% of employee premiums are paid by F&A
- Subsidized benefits for dependent premiums
- Employee Loan Discount Program – deep discounts on your home and car loan
- 401k with employer match of 3%
- Profit sharing – 6% of annual salary is contributed each year
- Paid time off accrual starting at 4 weeks per year
- 12 paid holidays
- Flexible spending accounts for health and dependent care
- Voluntary plans – additional life insurance coverage for employee and family
- Educational assistance program
- Employee assistance program
- Basic Life and AD&D insurance

What you will do for us:

As a Supervisor, Card Services you will be responsible for monitoring debit and credit card transactions to detect unusual activity or fraud, ordering and card inventory, Regulation E and Z compliance; and providing training and supervision to the Card Services staff.

- Responsible for overseeing the department workflow to ensure operational efficiency, accuracy, and regulatory compliance.
- Supervises and verifies quality of workflow throughout the electronic services department to ensure timely and accurate processing of transactions in compliance with Regulations E and Z.
- Acts as the primary liaison with our card processor and card printing vendor(s).
- Monitors plastic inventory including ordering and testing; responsible for accuracy related to Visa authorized users, balance transfers, rewards; PIN changes and other card related services.
- Will conduct a daily review of card services GL clearing processing to ensure all transactions are posted timely and accurately.
- Resolves escalated calls, including but not limited to fraud and dispute investigations.
- Will draft new or updates existing ATM and Visa card procedures to remain in compliance with Regulations E and Z.
- Act as the primary data collector for auditors and examiners.
- Responsible for developing employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints resolving problems.



- Provide training continuous coaching to assure knowledge and skills for current job, and to develop a career path for future opportunities.
- Completes special projects as assigned.
- Attends meetings as required.
- Available to work the Credit Union's core business hours, Monday – Friday 8am – 5 pm.

#### Qualifications

- A high school diploma or GED.
- Minimum of three (3) to five (5) years of experience with increasing supervisory responsibility.
- Knowledge of credit union principles and procedures and member service philosophy.
- Knowledge of state and federal regulations for deposit accounts, membership types, and teller transactions.
- Knowledge of credit union bylaws, NCUA Rules & Regulations, federal and state laws or regulations as it pertains to card services by financial institutions and internal policies and procedures.
- Demonstrated knowledge of ATM and Visa Rules and Regulations E and Z and the policies and procedures of the Credit Union's card processing vendors.
- Ability to evaluate, plan, and prioritize work effectively for the branch and staff.
- Must be able to adapt to different and changing situations and solve problems.
- Ability to present to groups of employees, members, business, and the general public
- Ability to plan, develop, and write documentation and procedures.
- Strong attention to detail
- Ability to evaluate, plan, and prioritize work effectively and independently
- Skilled in using application software applications and PC equipment.

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. Please forward your resume to [jobs@fafcu.org](mailto:jobs@fafcu.org) for consideration.