

Senior Cards Operations Specialist



Purpose

The Senior Cards Operations Specialist will be a lynch pin within the team as a whole. Being the major link for the business between analytics and the Cards Support units, allowing for the best communication and processes to be put in place. Taking escalations and having the authority to go the extra mile for TSB customers, ensures the Senior Cards Operations Specialist keeps the wheels moving. Working closely with the Fraud Analyst to understand staff process along with customers trends, and looping changes in rules and processes back to applicable teams, will be a major part of this role.

Role dimensions

- **Reports to:** Card Operations Manager
- **Department:** Business Enablement
- **Location:** Head Office – New Plymouth
- **Direct reports:** 0
- **Total employees:** 0
- **Financial Authority:** No

Person specifications

- 3+ years banking card experience
- 4+ years disputes experience
- Chargeback experience.
- High degree of attention to detail, demonstrating an ability to monitor and meet productivity targets along with accuracy and data integrity.
- Ability to provide training and guidance to improve knowledge and performance of wider team.
- Ability to monitor workflow and assist wider team in meeting agreed Service Level Agreements.

Role specific areas of responsibility

- Be the conduit of information between Cards Support, Senior Fraud Analyst and Cards Operations Manager to foster better working relationships and outcomes.
- Be the experts in scheme settlements, chargebacks, as well as disputed and complex card enquiries to provide best in class service for TSB customers.
- Monitor reporting generated by the Fraud Analyst to assist in understanding trends vs staff process to further improve TSB's understanding of any potential card concerns.
- Assist the Cards Operations Manager in applying all applicable policy and procedure requirements within the Cards Operations team to meet all compliance and legal requirements.
- Assist with any escalated customer issue unable to be dealt with by the cards support staff and to provide one call resolution to complex customer issues where possible.
- Review write-off and charge back requests received each day to provide timely resolutions to customer concerns and stay aware of all transactional trends affecting TSB.
- To use their delegated authority within the write-off and charge back process where appropriate and advantageous to provide better outcomes for both customer and TSB.
- Provide recommendations for further reporting changes or requirements to allow the Senior Fraud Analyst to produce best practice reporting and analytics for TSB.
- Assist the Cards Operations Manager with any tasks required during the working day to increase efficiency and meet required SLA's for the business.