



**The National Bank of Indianapolis**  
**Job Posting: Credit Card Specialist**

**A Stable and Growing Employer**

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 300 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401(k), profit sharing, and wellness benefits.

**Who We Are Looking For**

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their coworkers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

**How to Apply**

To express interest in an open position at the Bank, please email your resume to [Resumes@NBofI.com](mailto:Resumes@NBofI.com) or call 317/261-3271.

**We invite you to learn more about The National Bank of Indianapolis at**  
<http://nbofi.com/careers.php>

**The National Bank of Indianapolis is an Equal Opportunity Employer**  
**(Minority/Female/Disability/Veteran)**





## **JOB POSTING**

### **Credit Card Specialist**

#### **Purpose of Position:**

The incumbent provides daily assistance and operational support for Credit Card operations, including but not limited to issuing/reissuing credit cards, answering client inquiries, entering data, resolving disputes, supporting fraud control initiatives and settling accounts. The incumbent provides the highest quality of service to every customer.

#### **Essential Functions:**

- ◆ Provide assistance to clients by phone and email regarding inquiries related to credit cards, representing the Bank in a professional manner
- ◆ Process applications and ensure proper documentation to activate new accounts in a timely, efficient manner
- ◆ Collaborate with other departments in the Bank as appropriate to resolve credit card issues
- ◆ Perform or serve as backup for the following duties, as assigned:
  - Perform account maintenance and customer support for new and existing clients, including phone payments, address changes, credit limit adjustments, online and mobile application support, and all other general customer service
  - Respond to VISA fraud notification alerts, fraud and dispute cases on a daily basis, collaborating with the department manager and others to analyze risk potential and take appropriate action to minimize risk

#### **Requirements:**

- ◆ High School diploma or equivalent educational experience
- ◆ At least two years of banking experience, preferably in operations or a banking center; working knowledge of compliance issues
- ◆ Two or more years of data entry experience, with proven skill in accuracy and efficiency; 10-key proficiency (by touch)
- ◆ Demonstrated ability to deliver the highest level of customer service with excellent communication skills (written and verbal)
- ◆ Ability to work independently, organizing and prioritizing tasks; ability to work under pressure and meet deadlines
- ◆ Strong team orientation and demonstrated work ethic
- ◆ Proven attention to detail and accounting/balancing skills; ability to interpret data and problem solve
- ◆ Proven computer proficiency, including skill with Microsoft Office products and managing e-mail

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