



**The National Bank of Indianapolis**  
**Job Posting: Credit Card System Administrator**

**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 System Administrator**

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

The incumbent oversees the credit card operations system to ensure proper functioning, timely response to system problems, and accurate reporting. In addition, the incumbent provides critical backup for processing applications and payments, and responding to client needs, providing the highest quality of service to every customer.

#### **Essential Functions:**

- ◆ Manage credit card system operations to ensure accuracy and proper functioning of credit card processing
- ◆ Serve as liaison with vendor to address system-related issues
- ◆ Collaborate with department manager and vendors to ensure effective communications, quality operations, timely implementation of strategic upgrades, and adequate training of staff
- ◆ Collaborate with department manager to identify and evaluate potential enhancements to credit card services products, keeping abreast of the full range of capabilities and details of credit card systems
- ◆ Proactively work to keep fraud losses to a minimum by collaborating with the department manager, utilizing fraud alert information in a timely manner to analyze risk potential and take appropriate action
- ◆ Produce daily reports to ensure accuracy, reconcile general ledgers, and resolve outages
- ◆ Produce past-due reports and distribute as appropriate
- ◆ Prepare and submit month-end financial reports to the Finance department and quarterly reports to Visa
- ◆ Serve as the internal knowledge expert for credit card system-related questions
- ◆ Ensure compliance with Bank policy, procedures and government regulations
- ◆ Serve as critical backup for processing applications, changes and payments on credit cards, ensuring that client needs are met accurately and in a timely manner
- ◆ Provide responsive client service to internal Bank customers, and periodically to external clients; work collaboratively to ensure consistent service and support for credit card products

#### **Requirements:**

- ◆ Bachelors' degree in business or banking, or equivalent combination of education and experience
- ◆ At least two years of operational experience with credit card and/or loan servicing, involving daily transactions, posting and reconciliation
- ◆ Demonstrated knowledge of credit card and/or loan policies; knowledge of related compliance issues helpful
- ◆ Proven attention to detail and accounting/balancing skills; ability to interpret data and problem solve
- ◆ Strong computer proficiency, including skill with Microsoft Excel and Access; experience creating customized data reports helpful
- ◆ Ability to work independently, organizing and prioritizing tasks; ability to work under pressure and meet deadlines
- ◆ Demonstrated ability to deliver the highest level of customer service with excellent communication skills (written and verbal)

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