



Job Description: Debit Card Specialist

Location: Rochester, NY
Department: Debit Card Services
Reports to: Debit Card Services Supervisor

Essential Job Duties and Responsibilities

- Maintain a thorough knowledge of applicable IRS Regulations.
- Set-up, maintain and audit client debit card programs.
- Exchange data between PPLUS and card processing platform and audit for accuracy.
- Resolve debit card related issues.
- Prepare and distribute periodic administrative paperwork and reports.
- Develop and maintain instructions, procedure manuals and records.
- Maintain thorough knowledge of all internal and external software and processes used for debit card administration and plan maintenance.
- Replace cards never received.
- Monitor for duplicate claims.
- Update participant notes.
- Process returned cardholder funds.
- Project related tasks, monitoring and auditing.

Accountabilities

- Must be detail-oriented and have excellent communication and computer skills.
- Commitment to establishing a high level of client satisfaction is a requirement as is dedication to Benefit Resource environment.

Knowledge, Skills and Abilities

- High school diploma or GED. Associate's degree preferred.
- One to three years related benefits or employee benefit administration experience required.
- A mathematical background with experience using Microsoft Word and Excel and candidates with knowledge of PowerPlus software will be favored.

Benefit Resource, Inc. is an Equal Opportunity Employer and believes that diversity leads to strength.

