

## **JOB DESCRIPTION**

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| <b>POSITION:</b>    | <b>Program Support Analyst</b>   |
| <b>REPORTS TO:</b>  | AVP/Sr. Director of Program Management   |
| <b>JOB SUMMARY:</b> | This role performs various support functions for the program management function, including responding to inbound telephone calls and emails from cardholders. |
| <b>LOCATION:</b>    | 420 W. 4 <sup>th</sup> St.<br>Dell Rapids, SD 57022  |
| <b>CONTACT:</b>     | Eric Cotton, SVP, General Manager <a href="mailto:ecotton@central-payments.com">ecotton@central-payments.com</a>   |
| <b>ABOUT US:</b>    | Visit <a href="http://www.central-payments.com">www.central-payments.com</a>   |

### Required Skills:

1. Strong knowledge of prepaid programs preferred;
2. Ability to manage multiple priorities simultaneously;
3. Excellent analytical and problem-solving skills;
4. Exceptional attention to detail;
5. Results driven and self-motivated;
6. Exemplary written and verbal communication skills;
7. Proficiency with Microsoft Office applications (including Word, Excel, Access and PowerPoint);
8. Proven ability to remain organized while constantly multi-tasking and reprioritizing daily workload.

### Education/Experience:

1. Associate's Degree in business administration, finance, management, or related field; or at least two years related experience and/or training; or equivalent combination of education and experience.
2. Strong knowledge of prepaid products, operations and corresponding investigations preferred.

### **PRINCIPAL RESPONSIBILITIES:**

1. Works closely with callers to address routine needs

2. Utilize SmartSheets, Outlook and other systems to manage requests in a timely manner
3. Analyzes complaints or call types to notify management of potential issues
4. Receives and responds to correspondence
5. Assists Director and VP in additional meetings and calls as requested
6. Provide daily support to assist in the success of various prepaid card programs
7. Prepares reports and daily call logs
8. Ensures compliance with procedures and call scripting
9. Actively participates in any required training
10. Supports any special projects or critical casework and other duties as assigned

#### **TIPS IF YOU ARE CONTACTED TO INTERVIEW:**

- To save some time, it's easier if you check in prior to visiting us by clicking on this [link](#). *NOTE: Due to health risks associated with COVID-19, suitable masks are required for any face to face contact with Central Payments staff and we will happily accommodate a video interview if you prefer.*
- We highly recommend that you take time to visit our website at [www.central-payments.com](http://www.central-payments.com) and our LinkedIn company page. There are informational videos and links to podcasts under the "Our Story" tab that help you understand our background.
- Central Payments' primary business is establishing consumer deposit accounts, issuing incentive and rebate cards, and transferring/remitting funds via ACH and other means. Prepaid cards make up a significant portion of our business. If you are not familiar with prepaid cards, we recommend that you purchase a Visa, MasterCard or Discover-branded, general-purpose, reloadable prepaid card (not a gift card) at any retailer, load a small amount of money, register the account/activate the card, login to the account center online, and conduct transactions. While the card you purchase will likely not be issued by Central Payments, it will still help you understand the product in general, its features, and benefits.
- To better understand the traits we look for when interviewing candidates please visit: ["Is Central Payments a Fit for Me?"](#)

#### **ABOUT CENTRAL PAYMENTS AND CENTRAL BANK OF KANSAS CITY**

Central Payments operates as the payments division of Central Bank of Kansas City (CBKC) and administers prepaid card programs on behalf of CBKC via retail, employer/payroll, and online outlets nationwide. CBKC is a sixty-four year-old family-owned Bank located in the heart of Kansas City, Missouri and one of 106 financial institutions in the country certified by the U.S. Treasury as a Community Development Financial Institution ("CDFI"). CBKC and Central Payments share the mission to provide high quality financial products to consumers of modest means, who historically have not enjoyed the benefits of affordable and accessible financial services. *"Treat Each Customer's Balance as Though Its All They Have"* guides our approach to product design, customer service, and affordability. Visit [www.central-payments.com](http://www.central-payments.com) or [www.centralbankkc.com](http://www.centralbankkc.com) for more information.