The Employment Opportunities for Students link on the Dyersburg State web page is provided as a service to the community. Employers seeking to post a job announcement should contact the Career Counselor, Carol Pham, at cpham@dssc.edu or 901-475-3105. Or, employers can contact the Counselor/Career Services Coordinator, Carmen Pfeifer, at pfeifer@dssc.edu or call 901-475-3137.

Employers are solely responsible for their postings. DSCC is not responsible for any employment decisions made by any entity posting jobs on this site. DSCC has sole discretion to restrict postings on this site. DSCC does not make any representations regarding the accuracy or validity of the information posted by employers and does not endorse any business or organization. Job announcements that contain inaccurate, false, or misleading information or material that exploits people or appears to be posted solely to solicit personal information will be refused at the discretion of the site manager. Announcements containing information that is irrelevant to the job opportunity being presented will be refused.

Job Title: Full time Debit Card Services Specialist, Centennial Bank, Location to be determined

Business/Location: Centennial Bank (to be determined)

Responsibilities include but are not limited to:

- Provide excellent customer service.
- Embody Centennial Bank’s Core Values.
- Have a friendly and helpful attitude and the ability to interact positively with customers and co-workers.
- Work well with others in a team environment.
- Exhibit attention to detail, learn and apply policies and procedures, and perform basic mathematical tasks.
- Explain, promote, and sell products or services.
- Operate computer and applicable computer programs efficiently.
- Display organization of work to provide maximum efficiency.
- Work primarily at an individual level but collaborate closely with other staff as needed.
- Receive and resolve customer debit card disputes and fraud claims to include:
  - Responsible for maintaining compliance with Regulation E through the investigation and completion of all debit card dispute cases.
  - Conduct time-sensitive investigations relating to debit card disputes in accordance with regulatory timeframes as well as bank policies, procedures, and processes.
  - Correspond with bank customers as needed by phone, email, and regular mail throughout the dispute resolution process in accordance with regulatory guidelines and timeframes.
  - Maintain a debit card dispute tracking system.
  - Process and follow up with debit card vendor on fraud and/or dispute claims, arbitrations, and chargebacks.
  - Complete necessary adjustments to customer accounts.
  - Process notifications from debit card vendor relating to compromised cards.
  - Notify customer of compromised card.
  - Order new cards.
  - Review and process the monthly expiring cards report.
  - Annually review and process the deleted card report.
  - Monitor daily maintenance logs for irregular debit card activity, including but not limited to new cards issued and daily maintenance changes.
  - Facilitate communication with debit card vendor and customer concerning fraud cases initiated by the debit card vendor.
  - Regular and punctual attendance as well as accurate work are among essential job functions for an employee at Centennial Bank.

Contact Information: Renee Morris, 731-669-3900 rmorris@mycentennial.bank

Send Resume to: Applicants may go to our website and apply at www.mycentennial.bank. Please indicate the position of interest

Do you need help developing a resume or cover letter? Could you use some tips to prepare for an interview? Contact Ms. Carmen Pfeifer, Counselor/Career Services Coordinator at 901-475-3137 or email pfeifer@dssc.edu. Check out the DSCC Career Counseling webpage. Upload your resume to: www.jobs4tn.gov.