

OPERATIONS SPECIALIST

Print

Job Code:			
Reports To:	OPERATIONS MANAGER	Pay Grade:	OPERATIONS SPECIALIST
FLSA Status:	Non-Exempt	Employee Type:	Full Time
Prepared By:	CFO	Date Prepared:	05/31/2000
Approved By:	Board of Directors	Date Approved:	06/06/2000

Summary

REVIEWED AND REVISED 12/2011, 01/2014, 10/2015, 12/2017, 09/2020, 12/2022

Carries out a wide variety of administrative duties pertaining to share drafts, ATMs, ACH, debit cards, credit cards, wire, fraud, and any other duties as assigned.

Essential Duties & Responsibilities

Maintains a current knowledge of all new and existing federal regulations pertaining to department functions (ATM, ACH, credit card, debit card, etc.).

Completes daily share draft, ATM, ACH, credit card and debit card settlements. Processes adjustments and return items for posting to general ledger.

Handles issues relating to share drafts, ATM, ACH, credit card, debit card, etc.

Processes branch and ATM cash orders through Federal Reserve and armored service and reconciles transactions between branches and delivery service.

Processes ACH stop payments, ACH, credit card and debit card disputed transactions.

Maintains returned draft log and follows up to ensure collection.

Processes all debit card orders, exception files, and reports.

Handles corporate credit card issues.

Responsible for the input of incoming and outgoing wire transfers through the Federal Reserve.

Handles all foreign (International) wire processing.

Works with members and member families regarding decedent accounts.

Handles all Credit Life/Disability claims and applications.

Handles bill payment settlement and related member issues.

Receives, reviews, and processes all levies, liens, subpoenas, and garnishments, unless related to Jersey Shore FCU personnel, working closely with local authorities, courts and credit union attorneys when warranted.

Assists in any other areas as directed by the Operations Manager.

Maintains a working knowledge of the credit union's technology system in relation to front office operations.

Develops an understanding of credit union history, philosophy, organization, bylaws, policies, and procedures.

Other duties may be assigned.

Qualifications

MUST BE BONDABLE. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties and responsibilities listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

None

Education

Thorough knowledge of bank regulations. Basic knowledge of accounting principles. Strong customer service skills.

Skilled in Microsoft Excel and other MS Office applications. Excellent written and verbal communication skills. Ability to effectively present information to members and other credit union employees. Ability to solve issues in a timely manner.

Required to maintain current educational training in specific area(s) of responsibility.

Travel

Travel may be required between offices and for training.

Other occasional travel and flexibility in scheduling may be required.

GENERAL SIGNOFF

The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies. I have read and understand this explanation and job description.

Employee's Signature

Date