JOBS SUMMARY:

Has responsibility for opening new accounts and processing member wire requests, servicing individual retirement accounts (IRA), updating share accounts, setting up ACH withdrawals, blocking lost debit and credit cards and processing deceased member accounts. Monitors system reports, as assigned. Ensures that all IRAs are managed properly and in compliance with state and federal regulations.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ ______ Processes outgoing wire requests submitted by members via email or fax within Credit Union’s policies and procedures.

______ ______ Opens new accounts submitted via the internet, fax and mail. Reviews random sampling of all new accounts opened for exceptions to policies and procedures. Processes member account inquiries, address changes, closing accounts, adjustments and account maintenance requests within Credit Union policies and procedures.

______ ______ Handles fax, mail and email requests related to IRA contributions, withdrawals, rollovers, transfers, conversions, excess contribution withdrawals, return of mistaken contributions and adjustments related to IRA accounts.

______ ______ Sets up and maintains Required Minimum Distributions (RMDs) for eligible members.

______ ______ Handles fax, mail and email requests related to merchant authorization release, release ATM deposit holds, card limit increases, transfer requests, ACH requests, verification of deposits, stop payments for ACH and checks, travel notifications, check re-orders, escheat letter updates, payroll deduction setups and maturity notices for share certificates.

______ ______ Monitors system reports related to address changes on account with IRA’s and credit cards, stop payments, pending accounts, captured cards, and shares scheduled for maturity.

______ ______ Processes member transactions accurately including deposits, loan payments, cashing checks, and withdrawals.

______ ______ Processes all return mail into core system. Scans all membership/account updates into our imaging system.

______ ______ Maintains currency on changes within legal, regulatory, competitive economic and technology environments which may affect specialized accounts programs.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.
EMERGENCY RESPONSE/RECOVERY:

Essential: [ ] No  [ ] Yes

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

- Associate's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

- 2 years

Minimum Field of Expertise:

- Customer or financial services experience. Strong knowledge of banking regulations including Regulation E, NACHA rules, Bank Wire Transaction Requirements, Red Flag/ID Theft requirements, US Patriot Act, and IRAs. Excellent interpersonal, communication and customer service skills. Strong organizational skills. Demonstrated proficiency in basic computer applications.

Skills: Administrative:

- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compose letters
- Compute totals
- Customer service
- Establish filing systems
- Gather data
- Input data
- Maintain filing systems
- Prioritize different projects
- Research information
- Understand and apply policies and procedures
- Understand and enforce regulatory guidelines
- Use database and/or word processing software
- Verify calculations

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

SIGNATURES:

Employee: ________________________________ Date: __________________________

Supervisor: ______________________________ Date: __________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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