

Job Title	ACH Payment Specialist II
Short Description	The ACH Payment Specialist II performs a variety of duties to support both internal and external members regarding deposit accounts. Each department member may have an emphasis on one or more specific areas of service, but will be cross trained in multiple functional areas.
Full Description	<p>We empower our team to deliver innovative solutions through one-to-one service by focusing on the unique value of every member. Our mission is growing together, prospering together.</p> <p>We like to think outside the box at 1-2-1 Financial, we work hard, grow, have fun, and never do things “just because that’s the way it’s always been done.”</p> <p>We’re looking for individuals who enjoy working as part of a team, are passionate about providing excellent service, and who want to contribute something meaningful to their work and their community. When you join 1-2-1 you will experience a people helping people culture, focused on making a difference in the lives of our members, community and employees.</p> <p>121 Financial is committed to employing a diverse workforce. Qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, protected veteran status, or disability. We maintain a drug-free workplace and may perform pre-employment substance abuse testing.</p> <p>1-2-1 Employee Benefits</p> <p>As Jacksonville’s hometown credit union, we are dedicated to delivering competitive benefits that enhance our employee’s quality of life. Beyond medical, dental, and life insurance, we make it worth your while. 1-2-1 team members received a generous company contribution to their 401k, holiday pay, generous paid time off, tuition reimbursement benefits and employee discounts on products and services. We provide competitive pay that will be determined based on experience and internal equity factors.</p> <p>We are seeking a full time ACH Payment Specialist II at our Corporate Headquarters: This full time position assists the Credit Union in achieving its mission to share in the financial success of our members by providing services with fairness and integrity. To achieve this goal, this position must deliver outstanding service to both internal and external members as defined by our Service Promises. A key component of this service is to identify needs and offer solutions at every opportunity.</p> <p>The ACH Payment Specialist II performs a variety of duties to support both internal and external members regarding deposit accounts. Each department member may have an emphasis on one or more specific areas of service, but will be cross trained in multiple</p>

functional areas.

Major Duties and Responsibilities:

Process ACH credits and debits, returned deposits, adjustments from check card processors, post payroll checks, etc. into member accounts daily to ensure credits are available and debits are paid or returned and accounts are current and minimize loss potential.

Post (verify and input on Fed site) domestic and international wire transfers from one financial institution to another to ensure that member's funds are transferred accurately and timely.

Monitors Reg D, dormant, suspect fraud and large dollar deposits/returns reports.

Receive and respond to member and branch staff requests to resolve account inquiries and issues to resolve concerns efficiently, accurately and to the member's satisfaction.

Balances department-related General Ledger accounts. Prepares and records daily and monthly operational data for department reports. Updates and maintains department procedures.

Processes or assists with daily charge back items. Review and process Bill Pay, Mobile Banking Deposits and ATM deposits, Q2, Branch Capture, and SWBC returns.

Setup ACH origination's from/to our member's accounts from/to another financial institution to transfer their funds accurately and timely as they have requested.

Assist with account and/or Loan adjustments/corrections as needed.

Other duties as assigned. Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control. Follows established company policies and procedures, including but not limited to: Sarbanes Oxley controls, Business Ethics and Standard of Conduct, Electronic Communications, Confidentiality and Privacy. Required to attend or participate in necessary compliance training.

Knowledge & Skills

Experience

Prefer two years' previous credit union operations experience but will consider similar industry experience.

Must have strong working knowledge of the NACHA Operating Rules and Guidelines

Education/Certifications/Licenses

A two-year college degree or completion of a specialized course of study at a business or trade school.

Interpersonal Skills

Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving and obtaining information, as well as advising or referring, which commonly require shorter discussions.

Ability to function as a team member and contribute to group goals. Must be able to work well independently and within a team environment.

Other Skills

Strong written and oral communication skills. Knowledge of the credit union's products and services, strong attention to detail, a critical thinking ability and able to perform work with a high degree of accuracy. Must have the ability to conduct research and resolve complex issues. Ability to understand and adhere to policies, procedures, regulations and laws that govern the department and the organization.

ADA Requirements

Physical Requirements

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 15 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic mathematical calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Education

A two-year college degree or completion of a specialized course of study at a business or trade school.

Additional Comments

Apply at our website at <https://121fcu.org/careers/?gnk=apply&gni=8a78879f7b7f6250017b9deaf9d00ca3&gns=Other>

Credit Union

121 Financial Credit Union

State

Florida

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Expiration Date

12/01/2021