

Job Title	ACH Coordinator
Short Description	This employee performs all ACH duties related to the processing, maintenance and member service of the Credit Union's ACH program.
Full Description	<p>Purpose: The primary purpose of this position is to assist Atlanta Postal Credit Union to live out our Mission, "To help our members achieve financial success by providing exceptional products and service." This employee performs all ACH duties related to the processing, maintenance and member service of the Credit Union's ACH program.</p> <p>Duties and Responsibilities:</p> <ol style="list-style-type: none"> 1. Deliver outstanding service to both internal and external members that is in alignment with our Service Promises. 2. Post daily manual ACH exception items. 3. Post daily ACH totals to the general ledger. 4. Receive ACH phone calls and walk-ins. Diagnose and resolve all problems. 5. Issue stop payments on ACH transactions. Send out stop payment letters for the member to sign. 6. Send NOC (Notice of Change) on ACH exception items. 7. Send letters to member regarding incorrect information on ACH items. 8. Maintain the return file and authorize IS to send the file to APCU's ACH processor. 9. Assist in the annual ACH audit and in the resolution of any findings. 10. Keep up-to-date on new rule changes concerning ACH. 11. As requested by Call Center, receive and respond to member issues submitted via internal ticket systems, phone or email. 12. Assist in reconciliation of ACH clearing account to the bank statement. 13. Research and process Notice of Reclamations from the federal government. 14. Process paper work for ACH origination via APCU's ACH processor. 15. Assist with any Wire functions as needed. 16. Comply with all aspects of BSA/AML and OFAC regulations as they relate to this position. 17. Other duties as assigned. <p>Qualifications:</p> <ol style="list-style-type: none"> 1. High school diploma. Some college Finance courses preferred 2. Two or more years in branch operations with ACH processing. Credit union experience preferred 3. Ability to reconcile all aspects of ACH. 4. Knowledge of relevant computer software and systems 5. Good organizational and communication skills. Ability to solve customer service issues 6. Must be a self-motivator and able to make decisions. 7. Ability to work as a team player with other employees in the ACH area to ensure that all work is being processed in a timely manner. 8. Possess Advanced ACH Professional (AAP) certification or the

ability to acquire within 3 years.

Physical Job Requirements:

Must be physically able to operate a variety of automated office machines such as calculator, typewriter, computer, printer, facsimile, telephone, copier, etc. Must be able to stand, bend and stoop as needed. Must be able to lift and/or carry weights of up to 20 pounds.

Education	College preferred, high school required
Additional Comments	
Credit Union	Atlanta Postal Credit Union
State	Alabama
Contact Name	Ginger Wallis
Email	gwallis@apcu.com
Phone	770-684-8085
Fax	
Expiration Date	01/31/2023