

<b>Job Title</b>	ITM Balancing Representative
<b>Short Description</b>	Reviewing, processing and balancing daily ATM/ITM and debit card activity
<b>Full Description</b>	<p>Position Description</p> <p>Department: Retail Services  Reports to: ITM Balancing Lead  Skill Levels: Level 1, Level 2, Lead</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>Individual is responsible for reviewing, processing, and balancing daily ATM/ITM and debit card activity including on-us and foreign transactions. Verifies and processes ATM/ITM and debit card corrections and disputes. Ensures that an exceptional member experience atmosphere is consistent and delivered to all internal and external members.</p> <p>Essential Functions &amp; Core Duties</p> <ul style="list-style-type: none"> <li>• Daily activities: <ul style="list-style-type: none"> <li>o Balancing of each ATM and ITM to the appropriate general ledger (GL).</li> <li>o Reconciling deposits and withdrawals to reports from Network Manager (NCR), VISA DPS, &amp; Episys.</li> <li>o Reconciling deposits to reports from Network Manager (NCR), VISA DPS, &amp; Episys.</li> <li>☐ Verifying cash deposits to VISA DPS and Episys.</li> <li>☐ Verifying check deposits to ITC and Catalyst.</li> <li>☐ Verifying check images to deposited amounts.</li> <li>☐ Post cash and checks deposited in ITMs to the appropriate general ledger.</li> <li>☐ Post cash disbursed by tellers per individual ITMs.</li> <li>☐ Post cash transferred in and out of the ITMs by our cash replenishment vendor via our vault with them, or from one our branches.</li> <li>☐ Post withdrawals made at all ATM/ITMs.</li> <li>o Handling disputes and coordinating the research and posting of credits/debits to VISA DPS.</li> <li>o Receiving alerts from VISA DPS and/or NCRs system.</li> <li>☐ Low Balance - Communicating when necessary with ATMR for a cash add function</li> <li>☐ Receipt Printer out of paper - Communicating when necessary with ATMR for receipt paper to be delivered/switched out.</li> <li>☐ Other first line alerts that would improve the communications with our vendors.</li> </ul> </li> <li>• Weekly balancing of cash replenishment services. <ul style="list-style-type: none"> <li>o Cash replenishment to reports, cash over/short, and provisional</li> </ul> </li> </ul>

credits.

- o Review replenishment amounts per machine to determine if amounts need to be increased or decreased.
- o Submit cash order to Accounting for Federal Reserve Bank as needed to fund our vault with ATM/ITM vendor.
- o Email request to ATM/ITM vendor for following weeks' replenishment needs.
- Weekly reconciling of ATM & ITM clearing GLs.
- Research and resolve inquiries and problems involving ATM/ITM and debit card corrections and disputes in a timely manner.
- Process general member inquiries and resolve member problems, exercising discretion regarding all transactions and promotes our products and services.
- Work collaboratively with the branch staff in the best interest of serving members effectively and efficiently.
- Manages the cash replenishment for Federal Reserve to branches.

### Qualifications

Education: A high school diploma or equivalent is required. An Associate's Degree from an accredited college is desirable.

Experience: Six month to one-year of prior banking or relevant member service experience is preferred. Must be proficient with the Microsoft Office Suite (Word, Excel, and Outlook) or similar software programs. Previous experience with ATM/ITM operations is a plus.

### Core Competencies:

- Member Focused: proficient in anticipating member needs and taking the initiative to drive solutions in effective value-added ways.
- Self-Motivated: strong work ethic along with an enthusiastic and passionate approach to one's work with minimal supervision. Ability to self-manage timelines and deliverables.
- Operational Soundness: thorough in-depth knowledge of Credit Union products and services and familiarity with Retail Services functions, policies, and procedures. Basic knowledge of Atm/ITM operations, General Ledger structure, and information flow. Ability to maintain an effective and efficient workflow.
- Attentiveness to Detail: demonstrates keenness while exploring the issue or topic at hand as well as issues surrounding it and reasons behind it.
- Problem Solving: identify problems in a timely manner, research and develop alternative solutions, and resolve problems in early stages.
- Communication/Interpersonal Skills: ability to articulate and present different points-of-views on various topics with the proven ability to transfer knowledge and effectively present in a variety of methods.

### Performance Metrics

- Daily & weekly reporting:
  - o Duties are performed accurately and on time.
  - o Reports are written clearly for staff outside team to be able to understand.

o Communication with internal and external members (ex. Vendors) is clear and accurate.

- Monthly reporting:
  - o An email summarizing the month's activities.
  - Include balancing outage and challenges encountered.
  - o Responses to any audit findings for branch.
  - Includes Internal Audit and QC findings, as well as operational discrepancies.
  - o Suggestions for improvements or expense controls.

<b>Education</b>	High school diploma
<b>Additional Comments</b>	
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<b>Expiration Date</b>	11/30/2022