

**Job Title**

Operations Support Specialist

**Short Description**

We are seeking an Operations Support Specialist. This position assists the Core Operations and other areas in the Operations department in the execution of daily operations including, but not limited to setting up new member accounts, preparing reports, system testing, data verification and system upgrades.

Candidates in the Columbus, Ohio and Jacksonville, Florida area are preferred; remote employment is also possible for candidates in Indiana, Michigan, North Carolina, South Carolina, and Alabama.

**Full Description****Why Should You Apply?**

Employment with Corporate One includes being part of a collaborative environment where every individual is part of a team, making a difference to credit unions and the communities they serve. We are dedicated to improving the financial lives of others. You'll enjoy a friendly and casual work environment where personal autonomy, self-initiative, innovative thinking, and continuous learning are highly valued.

We are proud to offer

- Organizational Strengths: Corporate One Federal Credit Union is one of the nation's largest and most progressive corporate credit unions with more than \$5.9 billion in assets and an average staff tenure of 10+ years.
- Competitive Compensation & Benefits: Corporate One offers competitive compensation, a generous 401(k) matching contribution, and quality health and ancillary benefits.
- Work Life Balance: Generous PTO (Paid Time Off) starting with 4 weeks/year and 11 paid holidays.
- Learning and Development: We provide a full library of online training as well as group and individual training, and coaching, all focused toward helping you grow and be successful.
- Additional Benefits Too Cool to Not Mention: Ongoing special events throughout the year, flexible dress code, computer set up provided, tuition reimbursement, wellness program, gym membership reimbursement and more!

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression,

sexual orientation, national origin, disability, age, or veteran status.

Want to know more?

Main Responsibilities:

- Provides daily and monthly data reporting from the Core system to other departments. Completes required statistical reporting in support of the billing system and other administrative duties as required.
- Acts as system administrator for multiple internal and external software applications for corporate users. Assists with quarterly, bi-annual, and annual review of corporate users.
- Performs validation and reconciliation in conjunction with processing settlement files. Ensures all established deadlines and service level agreements (SLAs) are met, and settlement files are posted within one hour of receipt.
- Sets up new member accounts, administration of settlement rules and member information in the Core and ancillary systems. Assists with service desk tickets assigned to Core Operations.
- Assists with review, coordination, planning, and execution of system upgrades and enhancement projects to ensure system outages are kept to a minimum.

Desired Qualifications:

- Associate degree or equivalent combination of education and experience
- Minimum of three years of related experience
- Good oral, written, and presentation skills
- Attention to detail
- Sound decision-making skills.
- Working knowledge of Microsoft Office suite of products
- Knowledge and proficient use of browser-based applications
- Working knowledge of relational databases

**Education**

Associate degree

**Additional Comments**

About Corporate One:

We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for more than 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies (CUSOs), Lucro Commercial Solutions

and Accolade Investment Advisory, are committed to our member credit unions and their mission to help their communities thrive.

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