

Tallahassee-Leon Federal Credit Union Support Services Specialist II

The Support Services Specialist II is responsible for the accurate and timely posting of transactions to the general ledger and reconciliation of the general ledger accounts for the credit union. This role continually looks for ways to assure compliance with regulations, improve efficiency, cut expenses, mitigate risks, and improve service to members.

Responsibilities:

- Provides friendly, timely, accurate support to TLFCU team members.
- Posts transactions to and reconciles credit union general ledger accounts.
- Responsible for the timely and accurate payment of credit union bills.
- Responsible for correctly posting ACH and share draft stop payments, ACH and share draft returns.
- Processes debit card, ATM, ACH and share draft disputes.
- Ensures the accurate and timely reconciliation and payment remittance of credit union product-related general ledger accounts including but not limited to: official checks, collateral protection insurance, payments by phone, money orders, identity theft, GAP insurance, credit life and disability payments, extended warranties, gift cards, and Global Express.
- Reconciles off-site ATM's, member cash advances, and member VISA payments.
- Provides support to the member service team members processing IRA transactions.
- Assists management in the quality control efforts for processes including but not limited to: loan processing, new account, cash ordering, and cash handling.
- Responsible for the accurate posting of member payrolls.
- Posts returned deposit items to member's accounts and works with the collections specialist to collect on negative balances including but not limited to letters, phone calls and filing checks with the State Attorney's office.
- Responsible for making sure returned deposit items are posted to member's accounts and communication with collections is maintained to collect on negative balances.
- Manages and sends abandoned property report to Support Services Supervisor for timely filing with the State of Florida.
- Keeps expenses low and member satisfaction high by ensuring the prompt and accurate ordering of credit cards.
- For compliance with regulations, charges off negative checking accounts within 45 days.
- Employee's responsibilities regarding BSA – OFAC – AML – CTR – SAR laws, rules, and regulations:
- Attain and maintain acceptable level of knowledge of laws, rules and regulations including all updates and changes.
- Complete and accurately submit all necessary forms required by the laws, rules and regulations.
- Complete all steps required in laws, rules, and regulations. * Corresponds with credit union attorney when required to insure compliance with rules and regulations.
- Offers assistance to other areas of the credit union during peak or short-handed times.
- Cross-trains on other credit union duties and cross-trains others on information technology functions.
- Follows established credit union policies and procedures.
- Performs other related duties as assigned.

Employment Status: Full-time

Salary Range: \$11-14 per hour

Employment Type: Non-Exempt

Knowledge and Skills:

- Develops an understanding of credit union history and the credit union philosophy.
- Remains knowledgeable about credit union laws and regulations.
- Presents a can-do attitude and behaves like a team player.
- Demonstrates good judgment and decision-making ability.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or experience:

A two-year (Associate's) degree with a concentration in accounting, finance, or business; and three years related experience and/or training; education or equivalent combination of education and experience.

Other Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of members or employees of the credit union.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in non-standardized situations.

To perform this job successfully, an individual should have knowledge of computers and various software including, Microsoft Office (Word, Excel, Outlook) and Internet applications. The individual must have a willingness and demonstrate the ability to learn the credit union's data processing system. Ability to achieve results under pressure and with little supervision. Ability to meet deadlines. Must possess excellent organizational skills.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

To apply for this position, please email résumé to kaymeyer@tfcu.org