

Greenwood Credit Union is seeking an enthusiastic and motivated full-time Deposit Operations Specialist

This position is primarily responsible for operational and service results for multiple departments and functions including member services, payment systems, plastic card and loan services to ensure the proper administration, operational processes and timely member service according to established Credit Union policies, standards, security procedures and legal and regulatory guidelines.

Essential duties include but are not limited to:

- Daily Automatic Clearing House (ACH) setup and exception processing of ACH and Inclearing files and timely and accurate maintenance as required such as non-posts, stop payments, verifications, return items and overdraft privilege transactions.
- Maintenance and set up of recurring ACH debit and credit entries such as loan payments.
- Timely processing of Notice of Reclamations, Writs of Attachments, IRS levies and subpoenas.
- Research and resolve member inquiries regarding account statements, disputes, monetary adjustments and fraud management.
- Verify and process incoming and outgoing wire transfers; Maintain records of transfer transactions and ensure timely and accurate processing.
- Manage daily remittance to and monthly reporting of various mortgage investor programs including Fannie Mae and Freddie Mac.
- Maintain escrow accounts for mortgage loan portfolio and ensure timely processing of real estate tax payments; Coordinate with municipalities to assist in swift resolution to disputes and/or discrepancies.
- Assist in servicing loan participation investor accounts including monthly reporting, remittance and reconciliation.
- Monitor account dormancy and ensure timely and compliant communication to members; Manage fraud prevention and escheat filing process according to state requirements.
- Perform daily general ledger transactions, reconciliations, and reporting as appropriate to position
- Perform various clerical functions and other duties as assigned

Qualifications include but are not limited to:

- High school diploma or equivalent required
- Three or more years related experience in a customer service environment
- Experience or background in financial institution preferred
- Must be fluent in English; Bilingual a plus.
- General knowledge of accounting principles preferable
- Proficiency in operating PC and other standard office equipment with working knowledge of Microsoft products.
- Exceptional and effective interpersonal, verbal and written communication and phone skills
- Self-motivated and capable of working independently
- Proficient computer/PC skills with accurate data entry and strong mathematical skills
- Developed time management and organizational skills with attention to detail
- Ability to remain professional and objective when presented with difficult situations and effectively and professionally take control of a conversation with a difficult member, as necessary.
- Work a minimum of forty (40) hours per week; Dependability and flexibility with work hours and assignments
- Commitment to team environment, member confidentiality and outstanding member service

All candidates will be required to consent to a background screening which may include criminal, bondability and credit checks.

A complete Job Description and analysis of the physical and mental demands of this position are available upon request.

Qualified applicants only should respond with cover letter and resume to hr-depops@greenwoodcu.org

Application deadline is Friday, February 3, 2017

Greenwood Credit Union is an Equal Opportunity/Affirmative Action Employer and therefore provides equal employment and advancement opportunities to all employees and applicants for employment without regard to race, color, ethnicity, religion, gender, pregnancy/childbirth, age, national origin, sexual orientation, gender identity or expression, disability or perceived disability, genetic information, citizenship, veteran or military status, marital or domestic partner status, or any other category protected by federal, state and/or local laws.