

POSITION DESCRIPTION

CCCU MISSION STATEMENT

Our mission is to partner with members and ministries to help them become better stewards and achieve their financial goals.

VISION STATEMENT

Making a positive difference.

CLASSIFICATION:	ELECTRONIC FUNDS MANAGER
FLSA STATUS:	NON-EXEMPT
REPORTS TO:	VICE PRESIDENT, ELECTRONIC SERVICES SENIOR VICE PRESIDENT, CHIEF OPERATING OFFICER
LOCATION:	COVINA
HOURS:	MONDAY – FRIDAY, 8:00am to 6:00pm (Flexible 40 hours per week) (Occasionally start at 6:15am) Management reserves the right to modify the work schedule as necessary.

GENERAL RESPONSIBILITIES:

The primary responsibility of this position is to assist Christian Community Credit Union to live out its Mission and Vision daily, in every member and/or staff interaction. One of the primary means to achieve this end is to develop a highly effective team of employees and developing each employee to their highest potential through coaching and leadership. This position is responsible for providing and ensuring outstanding service in every service interaction.

Cultivate and retain member accounts by determining the nature and extent of each member's financial service needs and make them aware of additional services and accounts available; give each member the best possible service; actively sell and promote the Credit Union's full line of investments and financial services in person, over the phone and in writing.

Employee is empowered to meet member needs and resolve disputes at the initial point of contact in as quick a manner as possible, using any appropriate measure available within the scope of his/her abilities and pre-approved guidelines.

PRINCIPAL ACCOUNTABILITIES:

- Develop each employee to their highest potential by identifying their areas for improvement and appropriately coaching, training or correcting the employees' performance
- Recognize employees who perform at a high level
- Hold employees accountable for their performance, attitude and behavior
- Meet with each employee monthly to review previous month's performance, set goals for upcoming month's performance and develop plans to improve employee's performance
- Responsible for exceptional member service to every member, every time by ensuring employees deliver consistently high-quality service to both internal and external member that is in alignment with our Service Promises. We promise to:
 - Honor God in how we serve you.
 - Exceed your expectations.
 - Appreciate our partnership.
 - Recognize your needs and recommend the best possible solution.
 - Treat your requests in a timely and confidential manner.

- Ensure that employees meet the service goals as established by the Credit Union
- Meet or exceed the standard score on the annual product knowledge certification
- Demonstrate enthusiastic support of corporate mission, core values and long-term objectives
- Perform job duties within our bylaws, regulations, Board of Directors' policies, established internal and external service standards and our work procedures
- Responsible for new changes and/or updates in regulations concerning ACH, Share Draft, Remote Deposit Capture, government payments (social security, retirement), and wires
- Responsible for maintaining and updating Electronic Services Policy and Procedure Manual
- Attend conferences, seminars and webinars related to ACH, checks, wires, RDC, business banking, risk management, and fraud
- Work closely with vendors on contract negotiations, renewals, and other due diligence as outlined in the Vendor Management Policy
- Work on various projects, implementations, and escalate member services' issues to vendors as needed
- Responsible for keeping abreast of new and upcoming product enhancements by reviewing vendor roadmaps, press releases and newsletters
- Responsible for overseeing the workflow of EFT Department's team members to ensure security, timeliness, compliance, and good member service
- Schedule appropriate training and cross-training sessions based on each team members' strengths and developmental needs
- Delegate and streamline team members' duties for greater efficiency and accuracy
- Prepare performance appraisals and take necessary disciplinary actions
- Review time cards and coordinate time-off requests
- Be flexible to open the EFT Department occasionally at 6:15am
- Perform other related duties as assigned

REQUIREMENTS:

Minimum five years of Electronic Funds financial experience (ACH, checks and wire processing) required

Minimum three years of management experience required

Business Banking and Remote Deposit Capture experience preferred

ACH Accredited Professional (AAP) preferred

Bachelor's Degree preferred

Knowledge of word processing (Word preferred) and spreadsheets (Excel preferred)

Ability to successfully and accurately operate multiple systems and software programs

Ability to handle multiple projects and interruptions

Analytical and interpretive skills for problem solving

Demonstrate self-initiative

Good organizational skills and attention to detail

Accurate data entry

Good oral and written communication skills

Good math aptitude

Accurate typing at 35 wpm

Ability to lift up to 20 lbs

Ability to exercise confidentiality

Ability to work as part of a team

Regular attendance and punctuality

Professional appearance

English literacy

This job description is to be used as an employee guideline. Management reserves the right to amend this job description if necessary.

Classification Specification for:
Electronic Funds Manager

Physical Requirements - 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee:	Occasionally (up to 3 hours per work day)	Frequently (3 - 6 hours per work day)	Regularly (more than 6 hours per work day)
Sits			X
Stands	X		
Walks	X		
Bends neck or waist	X		
Twists neck or waist	X		
Stoops or kneels	X		
Uses hands to finger, handle or grasp			X
Repetitively uses fingers			X
Reaches, pulls or pushes below shoulder level		X	
Reaches, pulls or pushes above shoulder level	X		
Lifts and carries	Up to 20 lbs		
Talks		X	
Hears			X
Sees			X
Drives a vehicle	N/A		

Work Environment - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Working Condition:	Description:
Mobility	Moderate
Noise Level	Moderate
Hazardous	Minimal

Acknowledgment

I certify that I received a copy of this Classification Specification and I have read and understand what is required of me to meet the performance standards of the job.

Signature:	Date:
Name (Printed or Typed):	