

JOB DESCRIPTION

Position: Operations Service Representative, Settlement Clerk
Reports to: Assistant Manager

Group: 2

Primary Responsibility/Basic Purpose:

Under general supervision, the Operations Service Representative, Settlement Clerk coordinates the reconciliation of electronic banking networks. Coastal Community strives “to be the leaders in building relationships that improve financial health, enrich people’s lives and build healthier communities.” It is the responsibility of the Operations Service Representative to carry the vision statement forward in order to build, maintain, attract and expand the member’s relationship with Coastal Community. The Operations Service Representative will provide friendly, professional service in an efficient and financially responsible manner.

Representative Duties:

1. Reconciles ABM and POS network settlements, processing adjustments as required and maintaining records.
2. Reconciles ABM’s processing adjustments as required and maintaining records.
3. Orders cash for branches.
4. Prepare reconciliation package.
5. Performs other related duties and back-up service as required.
6. Answer and responds to telephone inquiries.

Required Qualifications:

- Minimum of one year financial service experience or an equivalent combination of education and experience.
- Successful completion of CUIC 185 and/or CUIC 200.
- Successful completion of the MSR II course and exam.
- Solid working knowledge of all Coastal Community products and services.
- Solid working knowledge of the banking system.
- Solid working knowledge of credit union policy and procedures as it relates to electronic banking networks.
- Familiarity with ATM networks and POS settlement reporting.
- Actively pursuing the CUIC Fellowship Designation and/or other related education.
- Above average MSR/OSR skills.
- Demonstrated leadership skills.
- Excellent written and verbal communication skills.

Required Abilities:

- Proficient with the Windows suite of programs.
- Ability to utilize sound judgement in developing recommendations.
- Ability to multitask while providing quality service.
- Ability to complete projects and work within time constraints in a high paced environment.

Skills to Benefit this Position Include:

- Customer Service Skills
- Time Management Skills

- Interpersonal Skills
- Problem Solving Skills

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