

## JOB DESCRIPTION

**Position:** Operations Service Representative,  
Banking System Support Coordinator  
**Reports to:** Assistant Manager

**Group:** 4

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### **Primary Responsibility/Basic Purpose:**

Under limited supervision, the Operations Service Representative, Banking System Support Coordinator acts as the primary resource for all issues relating to the banking system. 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 provides friendly, professional service in an efficient and financially responsible manner.

### **Representative Duties:**

1. Acts as a primary coordinator and resource for all matters relating to the banking system.
2. Liaisons with third party service providers i.e. Fiserv, Central1, Treshold and participates in testing of upgrades to banking system and MemberDirect
3. Audits banking system data; investigates and rectifies errors as required and advises management of anomalies.
4. Prepare monthly database integrity package.
5. Performs other related duties and back-up service as required.
6. Answers and responds to telephone inquiries.

### **Required Qualifications:**

- Minimum of three to six years' 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.
- Extensive knowledge of all Coastal Community products and services.
- Extensive knowledge of the banking system.
- 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/decisions.
- 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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