

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 lcoletta@greenwoodcu.org or fax information to (401) 562-2744.

Application deadline extended to Friday, February 12, 2016

We need your help. As a Federal Contractor, Greenwood Credit Union is required under Affirmative Action laws to report statistical information on applicants for all positions. We would appreciate your assistance in collecting this reportable information by completing the attached Applicant Self Identification Form and submitting it along with your cover letter and resume. This information is used for statistical purposes only and will not be shared with any involved in employment decision making.

Thank you. We look forward to your response.

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.



Credit Union

An Equal Opportunity/Affirmative Action Employer

AFFIRMATIVE ACTION PROGRAM Applicant Voluntary Self-Identification Form

Applicant Information (Required)

First Name _____ MI _____ Last Name _____ City & State of Residence _____

Position(s) applied for _____

Referral Source

GCU Website Other Internet Ad Print Ad Walk-In

Date of Application _____

Friend/Relative/GCU Employee: _____
Name

Invitation To Self Identify

Greenwood Credit Union ("GCU") is an equal employment opportunity/affirmative action employer. It does not discriminate on the basis of race, color, national origin, sex, religion, ancestry, age, sexual orientation, marital status, disability, veteran status, citizenship status, or any other protected characteristic.

As a Federal Contractor, Greenwood Credit Union is subject to certain governmental recordkeeping and reporting requirements as they relate to equal employment opportunity and affirmative action (EEO/AA). This obligation requires us to compile, maintain, and report specific information about all job applicants and employees to the Federal Government for workplace discrimination enforcement purposes. In order to collect the statistical data and comply with the reporting requirements of our Affirmative Action Program and applicable laws and regulations, we invite you to complete this voluntary self-identification form. The information collected will be kept confidential and will only be used solely for EEO record keeping and reporting purposes. When reported, data will not identify any specific individuals.

If you choose not to self-identify your gender or race/ethnicity at this time, the federal government requires us to determine this information by visual survey and/or other available information.

Your responses are voluntary and your cooperation in providing this information is appreciated. Please be assured that failure to provide the requested information will not affect your opportunity for employment or terms or conditions of employment if hired. In the event that you do provide the information requested, the information and this form will be processed and maintained separately from your employment application forms and your personnel file.

Once completed, please attach the form to your resume/application and submit both to the appropriate contact listed on the job posting for which you are applying. If you have already applied for the desired position and wish to self-identify, please return completed form to lcoletta@greenwoodcu.org or fax to (401) 562-2744.

Confidential Statistical Data

Gender

Please check one

Male **Female** I do not wish to self-identify

Race and Ethnic Identification

Please pick one race with which you most strongly identify

Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

Black or African American: A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Pacific Islander: A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

White: A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Two or More Races: All persons who identify with more than one of the above five races.

I do not wish to self-identify

Applicant Signature

Date