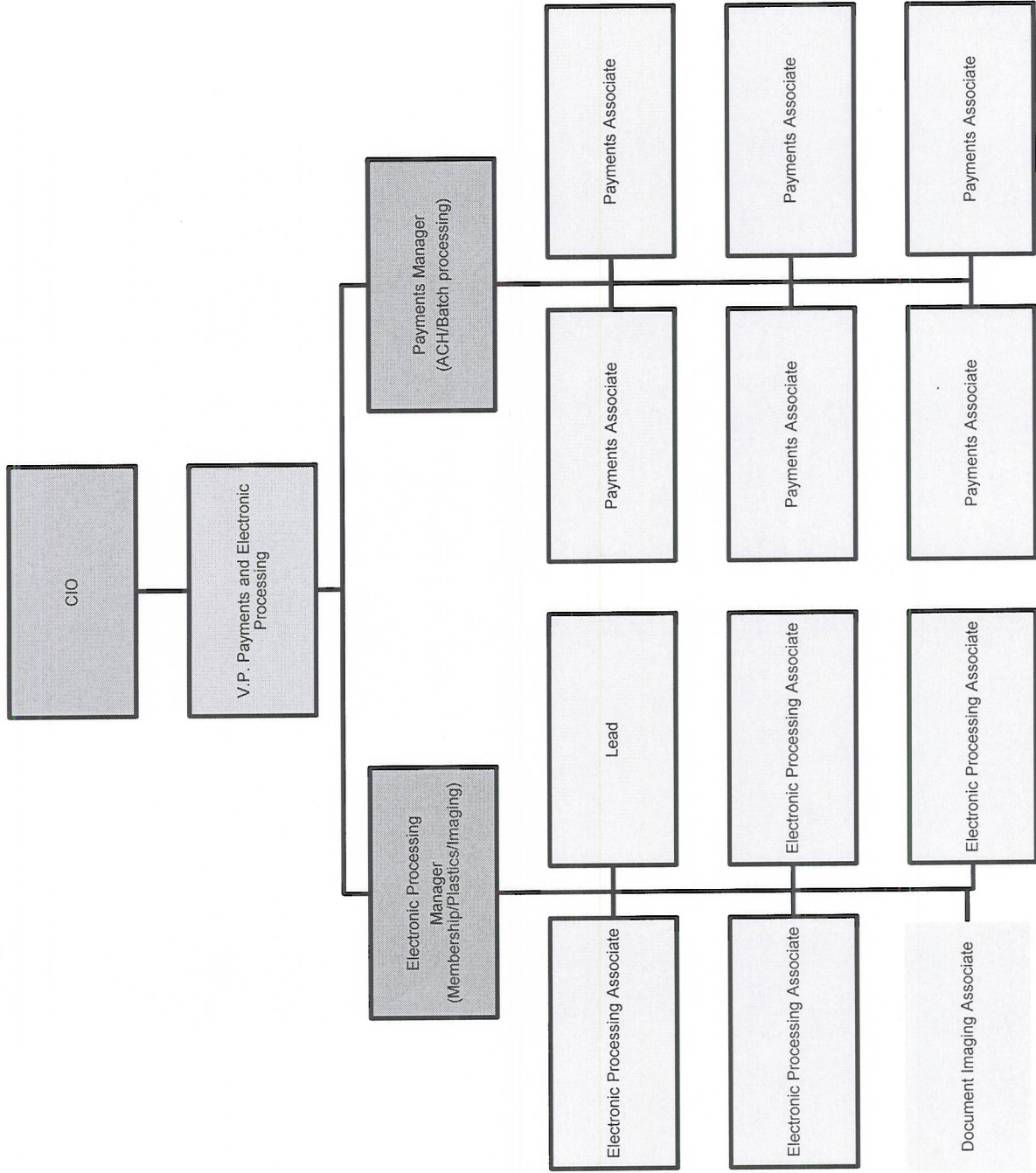


Payments and Electronic Processing Structure



Connexus Credit Union- Job Description

Job Title	Payments-ACH/ Batch Processing Associate	Grade	
Job Code		Active/Inactive Status of Job	Active
Reports To (Job Title)	Payments-ACH/ Batch Processing Manager	EEO Category	
Job Family (Department)	Back Office	FLSA Classification	Non-exempt

Briefly describe the primary function of this job (please note that this information will be used for internal and external job postings).

Job Summary	Performs moderately complex operational tasks which include ACH processing, overdraft processing and working various related reports, in multiple rotating roles, while providing exceptional service to internal and external members.
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List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty.

Job Responsibilities	<ol style="list-style-type: none"> 1. Prepares and posts all Automated Clearing House (ACH) transactions on a daily basis meeting required deadlines. This includes decisioning of correct payments, returns, database requirements, and handling exceptions. 2. Initiates and verifies electronic loan payments. 3. Process all share draft (checking) exceptions, which include decisioning of returns 4. Processes other batch transaction postings including, but not limited to: RDC deposits, exception payrolls, Bill Payment posting, and debit card exceptions. 5. Work with a variety of reports related to ACH and electronic payments 6. Provides back-up coverage for others within your job functions as needed. 7. Performs other duties as assigned.
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Describe the minimum level of preparation, training, and experience, as well as any special skills, which are required to competently perform the duties of this job.

Qualifications	<ol style="list-style-type: none"> 1. High school diploma or equivalent, plus 2-3 years of similar work experience. Prior experience in a financial institution and/or ACH clearing is preferable. 2. Previous work experience demonstrating accuracy, problem solving, and attention to detail. 3. Evidence of good organization skills, and the ability to prioritize and meet deadlines with minimal supervision. 4. Possesses moderate skills to open, create, and modify various documents using the Microsoft Suite (e.g. documents, spreadsheets, email, etc) and enter/retrieve information using various applications/systems. 5. Ability to analyze job functions and identify potential efficiencies. 6. Demonstrated ability to be a team player, with willingness to work in a fast-paced environment. 7. Ability and willingness to work a flexible schedule.
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The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

HR Contact Name:

**Approving Manager
Name:**

HR Approval Date:

Connexus Credit Union - Job Description

Job Title	Electronic Processing Manager (Memberships/Plastics/Document Management)	Grade	TBD
Job Code		Active/Inactive Status of Job	Active
Reports To (Job Title)	VP Payments and Electronic Processing	EEO Category	First/Mid Level Officials and Managers
Job Family	Back Office	Classification	Exempt
		Job Function	Credit Union

Briefly describe the primary function of this job (please note that this information will be used for internal and external job postings).

Job Summary	Manages the Electronic Processing- (Memberships/Plastics/Document Management) Department. Functions included are moderately complex operational tasks; including but not limited to opening online memberships, accounts, and HSA's, ordering/maintenance on Debit/ATM/Credit cards and checks, working a variety of related reports, and routine document management.
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List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty.

Job Responsibilities	<ol style="list-style-type: none"> 1. Manages all Electronic Processing (Memberships/Plastics/Document Management) staff: <ol style="list-style-type: none"> 1. Provides training for new Electronic Processing associates and ongoing training as needed. 2. Responsible for completeness, timeliness and accuracy of all Electronic Processing associate's work. Delegates' assignments to staff. Ensures procedures are implemented and followed. 3. Analyze the workflow on an on-going basis to determine staffing requirements. Coordinates work schedules for department employees to ensure proper service to internal and external members. 4. Administers company human resource policies, such as determining PTO, scheduling, overtime, and counseling employees on personnel and office issues. 2. Solves escalated issues independently with solutions that demonstrate our brand commitment and internal guidelines. 3. Makes recommendations to the VP Payments and Electronic Processing for training guidelines/evaluations for staff and procedural and product/service implementation. 4. Leads the department weekly meetings/training coordination as required
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	<p>5. Creates performance objectives for each associate and conducts interim and annual performance reviews.</p> <p>6. Performs other duties as assigned.</p>
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List the jobs, external departments or organizations with which the job has the most frequent contact. Describe the purpose and frequency of the contacts (Do not include supervisors and subordinates).

Communications and Contacts	<p>Various Departments: Resolve issues & projects; Daily</p> <p>CU Members: Answer questions/resolve issues; Daily</p> <p>Other vendors/financials: Answer questions/resolve issues; Daily</p>
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Describe the function (s) over which this job has direct accountability and authority.

Managerial and Supervisory Responsibilities	<p>Hires, develops, provides coaching to, and makes compensation recommendations for assigned staff. Defines individual performance objectives, development plans, and ensures alignment with organizational and departmental project objectives..</p>
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Sketch an organizational chart indicating where this job fits in the department's operations.

Reporting Relationships	<p>VP Payments and Electronic Processing</p> <p> </p> <p>This position</p> <p> </p> <p>Electronic Processing Associate (Memberships/Plastics/Document Management)</p>
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Describe the minimum level of preparation, training, and experience, as well as any special skills, which are required to competently perform the duties of this job.

Preparation, Training and Experience	<ul style="list-style-type: none"> • A minimum of 4-5 years of proven successful performance in a similar role to include experience in a managerial position. • Ability to analyze job functions, find efficiencies and make appropriate decisions independently. Provides creative solutions to member concerns/issues. • In depth knowledge and technical expertise in: <ul style="list-style-type: none"> ○ Deposit account opening procedures and associated laws; ○ Plastic maintenance and ordering procedures; ○ Interdepartmental cross functional dependencies and support; ○ Organizational document management • Demonstrates the ability to organize work, establish priorities, and coach/train others. • Above average verbal and written communication skills. • Intermediate level knowledge of MicroSoft Office is required. • Ability and willingness to work a flexible schedule.
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The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

HR Contact Name

**Compensation Contact
Name**

Approval Date

Approval Date

Connexus Credit Union - Job Description

Job Title	Payments-ACH/ Batch Processing Manager	Grade	
Job Code		Active/Inactive Status of Job	Active
Reports To (Job Title)	VP Payments and Electronic Processing	EEO Category	First/Mid Level Officials and Managers
Job Family	Back Office	Classification	Exempt
		Job Function	Credit Union

Briefly describe the primary function of this job (please note that this information will be used for internal and external job postings).

Job Summary	Manages the Payments-ACH/ Batch Processing Department. Functions included are moderately complex operational tasks; including but not limited to ACH processing, RDC deposits, exception payrolls, Bill Payment posting, along with working various related reports.
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List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty.

Job Responsibilities	<ol style="list-style-type: none"> 1. Manages all Payments-ACH/ Batch Processing staff: <ol style="list-style-type: none"> 1. Provides training for new PABP associates and ongoing training as needed. 2. Is responsible for completeness, timeliness and accuracy of all PABP associate's work. Delegates assignments to associates. Ensures procedures are implemented and followed. 3. Analyzes workflow on an on-going basis to determine staffing requirements. Coordinates work schedules for department employees to ensure superior service to internal and external members. 4. Administers company human resource policies, such as determining PTO, scheduling, overtime, and counseling employees on personnel and office issues. 2. Solves escalated issues independently with solutions that demonstrate our brand commitment and internal guidelines. 3. Makes recommendations to the VP Payments and Electronic Processing for training guidelines/evaluations for staff and procedural and product/service implementation. 4. Leads the department weekly meetings/training coordination as required. 5. Creates performance objections for each associate and conducts interim and annual performance reviews.
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	6. Performs other duties as assigned.
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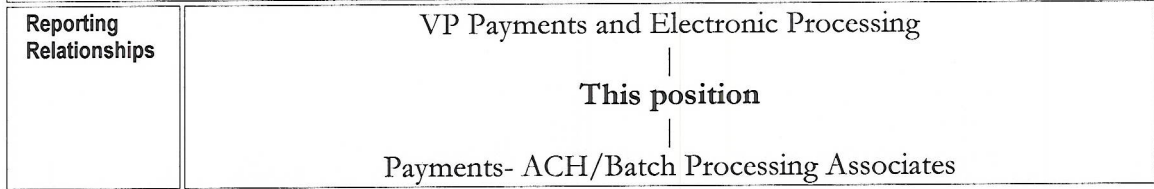
List the jobs, external departments or organizations with which the job has the most frequent contact. Describe the purpose and frequency of the contacts (Do not include supervisors and subordinates).

Communications and Contacts	Various Departments: Resolve issues & projects; Daily CU Members: Answer questions/resolve issues; Daily Other vendors/financials: Answer questions/resolve issues; Daily
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Describe the function (s) over which this job has direct accountability and authority.

Managerial and Supervisory Responsibilities	Hires, develops, provides coaching to, and makes compensation recommendations for assigned staff. Defines individual performance objectives, development plans, and ensures alignment with organizational and departmental project objectives.
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Sketch an organizational chart indicating where this job fits in the department's operations.



Describe the minimum level of preparation, training, and experience, as well as any special skills, which are required to competently perform the duties of this job.

Preparation, Training and Experience	<ul style="list-style-type: none"> • A minimum of 4-5 years of proven successful performance in a similar role to include experience in a managerial position. • Ability to analyze job functions, find efficiencies and make appropriate decisions independently. Provides creative solutions to member concerns/issues. • In depth knowledge and technical expertise in: <ul style="list-style-type: none"> ○ ACH processing and rules and regulations; ○ share draft/inclearings processing/ Check21, ○ deposit account regulations and associated laws; ○ Interdepartmental cross functional dependencies and support. • Demonstrates the ability to organize work, establish priorities, and coach/train others. • Above average verbal and written communication skills. • Intermediate level knowledge of MicroSoft Office is required. • Ability and willingness to work a flexible schedule. • Demonstrated ability to perform effectively in a professional manner even under stressful situations.
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The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

HR Contact Name

**Compensation Contact
Name**

Approval Date

Approval Date

Connexus Credit Union- Job Description

Job Title	Electronic Processing Associate (Memberships/Plastics/Document Management)	Grade	
Job Code		Active/Inactive Status of Job	Active
Reports To (Job Title)	Electronic Processing Manager	EEO Category	
Job Family (Department)	Back Office	FLSA Classification	Non-exempt

Briefly describe the primary function of this job (please note that this information will be used for internal and external job postings).

Job Summary	Performs a variety of operational duties including opening online memberships, accounts and HSA's, ordering/maintenance on Debit/ATM/Credit cards and checks, working a variety of related reports, and routine Document Management within an established electronic filing system while providing exceptional service to internal and external members.
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List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty.

Job Responsibilities	<ol style="list-style-type: none"> 1. Processes and opens online membership applications for eligibility and use resources to determine/recommend potential fraudulent applications. 2. Process online opening of accounts and HSA's, and applying established Customer Identification Procedures. 3. Debit/ATM/ and check ordering and maintenance 4. Processing of negative accounts; including sending notices and creating written off loans 5. Work a variety of reports related to memberships and accounts 6. Provides back-up coverage for others within your job function as needed. 7. Scans paper documents into Document Management system, following strict procedures. 8. Loads and Indexes electronic documents from directory into Document Management system, per established procedures. 9. Performs other duties as assigned.
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Describe the minimum level of preparation, training, and experience, as well as any special skills, which are required to competently perform the duties of this job.

Qualifications	<ol style="list-style-type: none"> 1. High school diploma or equivalent. 2. Prior experience in a financial institution is preferable. 3. Evidence of good organization skills, and the ability to prioritize and to meet deadlines with minimal supervision. 4. Previous work experience demonstrating accuracy and attention to detail 5. Requires basic skills to use Microsoft Suite applications, including Excel and Word. 6. Ability to analyze job functions and identify potential efficiencies. 7. Demonstrated ability to be a team player, with willingness to work in a fast-paced environment. 8. Ability and willingness to work a flexible schedule.
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The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

HR Contact Name:

**Approving Manager
Name:**

HR Approval Date:

Connexus Credit Union- Job Description

Job Title	Lead associate	Grade	
Job Code		Active/Inactive Status of Job	Active
Reports To (Job Title)	Electronic Processing Manager	EEO Category	
Job Family (Department)	Electronic Processing	FLSA Classification	Non-exempt

Briefly describe the primary function of this job (please note that this information will be used for internal and external job postings).

Job Summary	Performs complex operational tasks which include all aspects of the Electronic Processing roles. Provides exceptional service to internal and external members in addition to assisting manager in overall operation of the Electronic Processing area. Ensures maximum operating efficiency and completion of daily responsibilities. In the absence of manager, solves problems of moderate scope and complexity.
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List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty.

Job Responsibilities	<ol style="list-style-type: none"> 1. Performs all duties of the Electronic Processing areas and provides and/or recommends arrangements for back-up coverage as needed. 2. Is the liaison between card processors, employees and members on plastic card exceptions and issues, and provides suggestions for resolutions. 3. Serves as the liaison between credit union and employer groups and their new HSA enrollment processes. 4. Is responsible for the Unclaimed Property processing for due diligence and filing state reports throughout the year. Coordinates and/or performs all activities including notices, responding to member and employee inquiries and database updates. 5. Responsible for debit and credit card exception processing. 6. Responsible for negative account reporting and processing. 7. Receives and determines action and needed follow up for credit report disputes. 8. Assists manager with coordinating and/or conducting training, providing guidance and updating employees in the department regarding changes to procedures, policies and/or systems. 9. Leads special projects and performs other duties as assigned. 10. In the absence of the Electronic Processing manager, applies experience and knowledge to resolve issues and/or make recommendations to VP Payments and Electronic Processing to issue resolution.
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Describe the minimum level of preparation, training, and experience, as well as any special skills, which are required to competently perform the duties of this job.

Qualifications	<ol style="list-style-type: none"> 1. Proven successful performance as a Credit Union Associate (typically for at least 1-2 years), or possesses as least 2 -3 years of similar experience.
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| | <p>Having served in a team leader or supervisory position is preferred.</p> <ol style="list-style-type: none">2. Ability to analyze job functions, find efficiencies and make appropriate recommendations to the manager.3. Displays a positive, professional attitude and problem solving abilities.4. Serves as an example for the Electronic Processing employees.5. Possesses effective verbal communication and interpersonal skills.6. Ability and willingness to work a flexible schedule. |
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<p><i>The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.</i></p>

HR Contact Name:	Approving Manager Name:
HR Approval Date:	