

Cherokee Strip Credit Union Job Description

Position: Accounting & Card Specialist

Reports To: Controller

Department: Support Services - Accounting

Status: Non-Exempt

Date: June 2021

Grade: 10

SUMMARY:

Under the general direction of the Controller, the Accounting & Card Specialist performs a variety of basic accounting assignments in accordance with established procedures, including support functions (filing, research) necessary to the overall accounting function. Prioritizes, assists, and resolves Member inquiries concerning automatic payments or other accounting issues in a very timely manner – and may serve as the Department’s primary point of contact with Members. This position also oversees and manages our debit and credit card portals with vendor CO-OP, in support of the Credit Union’s overall goals of expanding our active card counts, card balances, card delivery speed, and fraud protections. Card duties may also include outreach and effectively partnering with Technology & Logistics on card functionality/integration within Online/Mobile channels, our Deposits team on debit card growth, and our Lending team on credit card growth.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Process Accounts Payable invoices. Includes the separation, distribution and filing of checks and AP related documentation
- Prepare 1099 Miscellaneous reporting for outside accounting firm
- Process ACH originations and one time ACH payments within established procedures. Verify validity of members’ transactions. Updates and maintain files
- Maintain all A2A payments and automated funds transfers
- Responsible for maintaining the Written Statement of Unauthorized Debit documents, stop payment requests, and voided checks in accordance with procedures and policies
- Process Member incoming and outgoing wire transfers with 100% accuracy and maintain wire logs
- General Ledger account reconciliation
- Prepares and records daily general ledger entries
- Works with other departments to resolve general ledger related problems that become apparent during the reconciliation process and informs supervisor of results
- Process and maintain log for member chargebacks; while also obtaining proper documentation
- Responsible for processing and maintaining all garnishments and child support levies
- Ensures that all telephone requests and lobby inquiries are given a return call the same day
- Maintain and manage communications with external bookkeeping team; Xtend SRS Bookkeeping
- Under direction of Controller, oversee full card relationship and portals with vendor CO-OP
- Primary ownership of our card portfolios success and security
- Actively partners with peers and Controller to keep audit and regulatory exceptions minimal
- Continuous cross-training of other departmental duties and responsibilities
- Ensures that the appropriate level of confidentiality is maintained in financial matters
- Ensures internal and external training is completed timely
- Positive business relations exist with auditors, regulators, and vendors
- Maintain cohesive working relations with other departments

QUALIFICATIONS:

- **Education:** High school diploma/GED required. Minimum of Associates Degree preferred.
- **Experience:** 6 months – 1 year of related experience and/or training is required, or equivalent combination of education and experience. Experience in the card or credit union industry is preferred.

KNOWLEDGE / SKILLS / ABILITIES / BEHAVIORS:

- **A detail-oriented person with creative and innovative skills may achieve optimal success in this position.**
- Basic understanding of accounting concepts and financial statements
- Exceptional oral and written communication
- Proficient use of general office equipment and Microsoft Word and Excel
- Ability to read and comprehend simple instructions, short correspondence, and memos
- Be able to handle multiple tasks at once
- Be able to present ideas in a clear, concise manner
- Must be able to work independently toward general results
- Ability to read, write, and speak English

- **Behaviors:**
 - Includer: Dependable, Loyal, Team-focused, Reliable, Responsible
 - Solver: Accurate, Detail-oriented, Analytical, Logical
 - Connector: Productive, Disciplined, Focused, Goal-oriented
 - Relator: Supportive, Respectful, Cooperative, Accepting
 - Facilitator: Encouraging, Observant, Intuitive, Perceptive

- **Teamwork:** Be a team player, ready to pitch in as needed to ensure the overall success of CSCU.

- **Work Environment:** The environment characteristics are those an Associate generally encounters while performing the essential functions of this job in office settings. Environment noise levels are usually moderate. Must be able to work a sometimes-flexible schedule and travel occasionally.

- **Physical Demands:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. Physical demands described here are representative of those that must be met by an Associate to successfully perform the essential functions of this job. While performing the duties of this job, the Associate is regularly required to sit; use hands to operate or feel objects, tools, or controls; and talk or hear. The Associate frequently is required to reach with hands and arms. The Associate is occasionally required to stand, walk, stoop, or kneel. The Associate may occasionally lift and/or move up to 50 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

I certify that I have received a copy of this document on the date below, reviewed the requirements of this position with Human Resources or my supervisor, understand them, accept them, and agree to perform them to the best of my abilities. I also understand this is not a contract or guarantee of employment, and that performance benchmarks may be established which I may be required to maintain. I further understand the duties and responsibilities stated herein may not be all inclusive to this position, and the priorities of this position or supervisor may change as conditions warrant.

Associate Name (printed)

Date

Associate Signature