

Alamo FCU

Employee Role Expectations and Accountability

Role: Operations Specialist

General Description: The Operations Specialist is accountable for risk management and compliance with federal and state banking laws and regulations related to Bank Secrecy Act, CIP, KYC, document compliance policy, procedure, and practice. The Operations Specialist is responsible for developing and maintaining processes to ensure ongoing audit, review, and follow up on compliance practices through training and internal/external audits. Assists in all activities involved in the compliance of applicable regulations and procedures established for the Operations Department of the Credit Union.

Specific Accountabilities:

- Assists in reviewing reports, to identify suspicious activity, OFAC Failures, large currency transactions, etc. for adherence to compliance of the policies and procedures.
- Ensures departmental compliance and adherence to Operational Policies and Procedures.
- Responds to internal/external audit inquiries in a timely manner as well as ensures successful delivery and accuracy of all data.
- Conducts internal audits and continuously evaluates open and/or pending audit issues during monthly/quarterly/semi-annual follow-ups.
- Acts as liaison and works closely with the Chief Operating Officer and Branch Manager to develop and update procedures, tools, job aids, and training materials associated with new or changed servicing procedures.
- Develops, communicates, monitors and maintains compliance reporting for the division.
- Assists the Chief Operating Officer in the implementation and integration of compliance programs.
- Facilitates the development, presentation and follow-up of agenda items and development and follow up of trend analyses on compliance results.
- Provides advice and expertise in the development and release of policies and written company standards, ensuring the compliance.
- Stays abreast of trends related to operational policies and practices and serves as a resource for compliance information.
- Provides for the timely completion of the annual compliance plan and annual report to the BSA Officer and the Executive Management.
- Reports and files CTRs, SARs, OFAC findings and possible fraud in a timely manner.
- Create and Implement operations procedures to enhance operational soundness and mitigate risk.
- Acts as a liaison between the Credit Union and its vendors for smooth operations.
- Responsible for operations functions and balancing of ATM machines, vaults and cash drawers.
- Manage all safe deposit & escheatment functions.
- Other duties as assigned.

Authorities:

These are the aspects of the role that you as an individual contributor need to execute your accountabilities.

- **Financial Expenditures:** The employee has the authority to decide and expense to a maximum of \$150.00 for any single item. The employee should determine the expense to improve and enhance member experience in the best effective manner. The employee should make recommendations to their manager for any expenditure over that amount.

Role Relationships

- **Manager: Chief Operating Officer**
 - The relationship the role has with the manager represents the reason the role was created. The manager designs the work as it has been designed in this “Employee Accountability Form”. The manager assigns very specific things that the employee has the authority to do and holds them accountable to do it. The manager assigns the tasks needed for the organization to arrive at its goals.
- **Immediate Subordinates:** Not applicable at this time.
- **Information Provider:** Branch Manager, Member Service Consultants, Lending and Accounting department staff.
 - This relationship requires the role to respond to the stated information needs of another, though in a manner and timing of choice. It also requires the role to actively and voluntarily provide information that may affect the work accountabilities of others.

Work Complexity

The work complexity requires the role to overcome immediate obstacles by direct action as they are encountered and must be able to accumulate and consciously sort such data to diagnose problems and initiate actions to prevent or overcome the problems identified.

This level of work requires the role to work in the following manner for each key accountability:

1. **Leadership:** Lead direct reports through a process and provide assistance and development when needed.
2. **Customers (internal/external):** Maintain contact with current or new internal and external customer/suppliers to identify 3 months to 1 year trends in their needs for your services.
3. **Decision Making:** Make resource allocation decisions within specified limits and recommend decisions when out of limits.
4. **Innovation:** Conceptualize and implement new cross-functional processes which prescribe the way future work is to be carried out over the next 3 months - 1 year and provide feedback to manager to assist in new process/process enhancements.
5. **Planning:** Develop 3 months – 1 year plans with goals, resource requirements, actions, and milestones.
6. **Resource Management:** Manage within operating budget and identify alternatives to re-design and optimize the mix of key inputs (process design, technology, people) to achieve 3 months – 1 year goals.
7. **Results:** Concurrently manage day-to-day operational and financial goal attainment while ensuring that 3 month – 1 year organizational goals are achieved.

Desired Skills & Experience

The Quality Assurance Specialist will have the following experience and attributes:

- Bachelor's Degree or equivalent education
- 3 years management experience
- 5+ experience as a compliance officer or similar position in banking and commercial lending
- Strong knowledge of BSA and AML regulations
- Extensive knowledge of all financial institution policies and procedures
- Extensive ability to read, analyze and interpret government regulations, trade journals and legal documents
- Must be able to respond to common inquiries from regulatory agencies, courts and outside consultants
- Travel to other branch locations when needed

Additional Information

Type: Exempt

Functions: Operations