



## **ACH Coordinator**

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Department: Operations

FLSA Status: Non Exempt

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**JOB SUMMARY:** The Role of the ACH Coordinator is critical to TVFCU. This person is responsible for processing credits and debits for TVFCU members in a timely and flawless manner while making sure that the rules, regulations and policies for ACH are abided by.

The ACH Coordinator is responsible for all ACH processing at TVFCU. Daily, the ACH Coordinator must process 4 ACH files which are received from the Federal Reserve Bank. The ACH Coordinator must be able to handle member requests and act as the liaison between ACH and payroll companies while providing superior customer service.

The ACH Coordinator must also notify members of certain activities that occur on their accounts related to ACH, Payroll and other TVFCU processes.

**REPORTS TO: Justin Henskee**

**SUPERVISES: N/A**

**HOURS: 8:00 am. – 4:30 pm.**

**ESSENTIAL FUNCTIONS:**

- Retrieve ACH files from the FED.
- Edit ACH files from the FED.
- Process ACH files from the FED.
- Post ACH files from the FED before the opening of the business day.
- Work the ACH reentry list by flagging items to post or be returned, within a timely manner to ensure TVFCU receives the proper credit for the items.
- Send letters to members about their returned or posted items from Re-entry.
- Balance ACH using various spreadsheets.
- Archive ACH.
- Input Payroll Distribution Forms in a timely and accurate fashion for both electronic and paper payrolls. On a weekly basis a double check is required to verify that a members distributions are allocating correctly.
- Place the Savings Debit Stops on new accounts. Verify that new accounts are set up correctly for over drafting and online banking.
- Verify new accounts meet the required minimum balance.
- Place stop payments for ACH items and fee members accordingly.



- Verify that the stop payments (ACH and Draft) were processed correctly and to check that the member was feed.
- Verify photocopy fees and the photocopies.
- Process ACH Unauthorized items and perform the tasks associated with an unauthorized to include place stop payment, adjust the members account, derive item and update the ½ slip.
- Send out COA cards and letter to members for returned mail from Operations department.
- Apply courtesy payments to member's accounts and send member letters.
- Print out member certificates that are going to mature and give to Support Center.
- Verify the overdrafts from the front office. Make sure that fees were applied correctly.

#### **CURRENT BACKUP RESPONSIBILITIES:**

- Process share drafts and share draft returns.
- Dormant account processing.
- Process paper payrolls.
- Monthly closed checking. Verify closed accounts and make sure that the statement flag is correct in teller.
- Run Courtesy Pay Processing for the day.
- Master card support.
- Debit Card support.
- Online banking support.
- Bill Pay support.

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- Highly organized
- Ability to multi task
- Ability to communicate with staff and members
- Attention to detail
- Excellent computer skills
- Ability to adapt to changes
- Ability to make decisions as a team and as an individual
- Ability to complete work on time



**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands for this position are as follows:

- Ability to change locations throughout the day frequently (desk, conference room, travel offsite to locations as needed)
- Repeat the same movements
- Use their hands to handle, control, or feel objects, tools, or controls
- Sit for long periods of time
- Use stomach and lower back muscles to support the body for long periods without getting tired
- Make fast, repeated movements of fingers, hands, and wrists