

TVFCU

IT Associate

Department: IT Department
Part Time: 24-28 hours per week

FLSA Status: Non-Exempt

JOB SUMMARY: The Data Processor is a specialized role within TVFCU to help streamline workflows, data mine utilizing SQL queries, Dormant Account processing, Courtesy Pay processing, monthly processing and Share Drafts.

REPORTS TO: CIO – Justin Henskee

SUPERVISES: N/A

ESSENTIAL FUNCTIONS:

- Assist staff and members with questions concerning Courtesy Pay and Negative Shares. Also assist with questions as they pertain to Share Drafts, Wanda, Home Banking and Bill Pay.
- Process Share Drafts daily
- Process credit card files
- Create and monitor card analytics reports
- Daily, monitor and scrutinize Courtesy Pay accounts to stay in compliance with TVFCU's Courtesy Pay Policy. Notify members concerning their Courtesy Pay negatives, take numerous member questions about Courtesy Pay as they pertain to correcting negative balances, disqualify members from Courtesy Pay and close checking accounts as needed. Keep a record of all such information as it contains to Courtesy Pay. Actively look ahead at accounts that will need to be reviewed, documenting letters that will need to be sent and notes that need to be added as not to impose added work to co-workers in the IT Department. Monitor the Courtesy Pay Inclusion and the Courtesy Pay Exclusion lists.
- Actively review the Negative Shares Report; along with assess accounts for negative debit card abuse. Close checking accounts that have not corrected their negative balances or extend members' negative pay by dates. Monitor shares for chronic Courtesy Pay negative abuse and repayment as described in the Courtesy Pay Policy.
- Monthly, query inactive (dormant) accounts that will be flagged to meet TVFCU's specific needs, run mail merge for letters to be sent to newly flagged dormant accounts, maintain a list of accounts to be manually charged our dormant fee, monitor accounts that may be reported to NYS for abandoned funds. Making the policy change to fee inactive accounts after 12 months rather than 24 months

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has increased the manual work load, however, has generated 40% more in dormant fee revenue compared to the past year. The manual work load is predicted to continue.

- Monthly, prepare a report for Managers of Negative Shares Greater than 30 days. Review accounts and record the details of the circumstances of why the account is negative.
- Monthly tasks include changing statement flags and feeing business checking account(s). Contact and fee members that are still using our old routing and transit number as we are billed by Money Gram.
- Weekly, for the Loan Department; run multiple queries and mail merges for paid-off loans (queries and letters are specific by loan type), along with running query for loans paid-off early with insurance, query and mail merge letters for 1st notices on delinquent ODLOC's, query and mail merge letters for final demand on delinquent ODLOC's.
- Review data as it pertains to linking accounts to overdraft from savings, ODLOC's linked to correct checking accounts, and debit cards linked to no or incorrect checking accounts.
- Maintenance on club accounts and close un-used suffixes.
- Take on projects or requests by management as needed. Offer solutions to issues as it pertains to our members and our data operating system. If necessary, contact third party to open case in regards to issues.
- Additional tasks as assigned.

ADDITIONAL RESPONSIBILITIES:

The ability to problem solve. A knowledge of jobs and tasks completed by other departments. Knowledge of how to work and create queries as needed to find random searches, stream line the processing of jobs throughout TVFCU saving our organization both time and money.

- Communicate well with members and staff.
- Making decisions as it pertains to member issues.
- Knowledge of DataSafe products including both front and back office interfaces.
- Multi-tasking a must! Often pulled in many directions dealing with concurrent issues.
- Detailed oriented

EDUCATION & EXPERIENCE:

- 1-3 years working in a financial institution's back office
- High school diploma required
- Associates degree or higher preferred

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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, lobby, conference room)
- Repeat the same movements
- Use their hands to handle, control, or feel objects, tools, or controls
- Sit or stand 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
- Ability to stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone keyboard reach
- Specific vision abilities required by this job include close vision requirements due to computer work
- Light to moderate lifting is required

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Employee Signature

Date

DATE CREATED/REVISED: 7/26/2022