



Operations Associate I

Department: Operations Department

FLSA Status: Non-Exempt

JOB SUMMARY:

SUPERVISES: N/A

REPORTS TO: Jessica Reyes, Operations Manager

ESSENTIAL FUNCTIONS:

- Orders and reorders both DC/CC
- Processes name change for CC-DC and orders duplicate cards
- Process Visa Balancing
- Process daily Credit and Debit reports
- Monitors contact email and secured messaging
- Remote deposit capture
- Process mail for the department
- Files and records auto insurance binders for members & letters
- Files and records property tax and home insurance records
- Scans DC & CC apps/disclosures
- Scans loans
- Processes return statements
- Retrieves new DC/CC count and provides to the Operations Lead
- Process monthly Visa with Credit Balance from PSCU
- Retrieves RDC figures for Accounting
- Processes CC COA's
- Process return Visa mail
- Processes deceased member- CC/DC
- Lien processing
- UCC-1 processing
- Files out of state titles
- Filing liens received from other institutions
- Processes auto total loss letters/payoffs
- Pay off checks & lien releases/paid receipts
- COA/snowbirds
- Processes Visa Increase
- Processes lien releases and duplicate releases if necessary
- Reviews data change report

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- Process principal only payments
- Process mortgage verifications
- Process Visa Fraud and Disputes
- Process Visa Delinquencies
- Prepare loan closing documents
- Disburse E-signed loans
- Maintains general knowledge of Home Banking, Bill Pay and Wanda
- Maintains general knowledge in PSCU and Loancierge
- Accomplishes all other duties and tasks as appropriately assigned or requested

EDUCATION & EXPERIENCE:

- High school diploma or GED Required
- Associate's or Bachelor's Degree Preferred

KNOWLEDGE, SKILLS & ABILITIES:

- Exceptional member service skills required
- Problem solving skills required
- Ability to multitask and thrive in a fast paced environment
- Excels while working on a team based environment
- Proficient typing skills in Microsoft Office and Windows required
- Excellent verbal and written communication skills required
- Communicate effectively over multiple remote and electronic delivery channels.

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, 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

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

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Employee Signature

Date

DATE CREATED/REVISED: 4/18/2022