

# First Financial Federal Credit Union

## Job Opportunity

**Job Title:** Operations Specialist/Quality Control

**Summary:** Following established policies, procedures, and regulations, this position will review records and documents for accuracy and maintain document/record files. As an Operations Specialist, you will ensure proper storage, retrieval and integrity of documents and recording media. You will assist staff and members with inquiries and perform additional duties as assigned.

**Responsibilities:**

The following is a limited list of job responsibilities:

1. Record retention
  - a. Scan all essential records and ensure that only required documents are stored.
  - b. Maintain appropriate logs to identify filmed material. Retrieve information on request and destroy records and documents according to regulatory schedules.
  - c. Ensure that all scanned documents are of acceptable quality.
  - d. Accountable for security of sensitive documents.
2. Document review
  - a. Review the accuracy of all completed documents to include: 2<sup>nd</sup> Mortgages, Home Equity Loans, Auto Loans, Personal Loans, new account documents, etc.
  - b. Communicate with staff to resolve issues discovered during the review of the documents.
3. Records and cancels liens and assignments for consumer and real estate loans.
4. Tracks accounts to ensure proper insurance coverages are maintained.
  - a. Place insurance on members' accounts as needed.
5. Ensure that vehicle titles are obtained in a timely manner.
  - a. Send notifications of missing titles using the timeline established by the credit union.
  - b. Release liens on titles and mail out to the appropriate address upon payoff.
  - c. Prepare letters of guarantee and process payoffs for total loss of vehicle.
  - d. Handle transfer of titles for members who move out of state.

6. Notify insurance companies and process information of claims for credit disability and credit life.
7. Respond to member and staff inquires and provide assistance and technical support as needed.
8. Respond to research requests and provide copies of documents as required.
9. Process check orders/re-orders for home equity loans.
10. Cross train on other department functions.
11. Complete other duties as assigned.

**Qualifications:**

- High school diploma or equivalent.
- Experience with banking documents such as account applications, mortgage documents, consumer loan documents, titles, etc.
- Electronic quality control experience with documents.
- Strong interpersonal skills.
- Ability to process information and to deal effectively with people.
- Strong organizational skills.
- Strong verbal and written communication skills.
- Good computer skills: Excel, MS Word.
- Must be able to work at our Toms River location one day a week.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefit package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled