

Compliance Support Specialist

Reports to: Compliance Manager

Department: Compliance

Job Status: Non-Exempt

Supervisory Responsibility: None

The primary purpose of this position is to assist Health Advantage Credit Union in achieving its vision to be the financial institution of choice among all eligible members and to provide programs and services that will enhance the lifelong wellbeing of our members.

Working as part of a team, the **Compliance Support Specialist** is responsible for performing the necessary functions to support and maintain the Credit Union's regulatory, legal, and policy compliance and to preserve the Credit Union's assets by providing strong support in assisting in fraud investigation activities.

Main Responsibilities and Duties

- Identifies and assists in mitigating risk exposure to the Credit Union's assets which includes fraud prevention and detection through the review of notifications, reports, and other information including investigations of new accounts, checks, ACH/wires, loans, credit and debit fraud, etc.
- React quickly and efficiently when trends emerge and notify Compliance Manager in a timely manner.
- Initiates contact with members and employees to discuss account activity and provides recommendations and education related to fraud prevention and security.
- Assists in documenting fraud cases and investigations thoroughly and accurately that may aid in prosecution against individuals who have caused a financial loss to the credit union as applicable.
- Assists in monitoring the BSA program and provides quality control in such areas as BSA, OFAC, FinCen (including preparing SAR's and CTR's)
- Monitors and analyzes member activity related to Bank Secrecy Act potential violations. Regularly monitor and able to identify SAR activity.
- Regularly run OFAC and 314a checks, researching any and all matches; research and notify Compliance Manager of any unusual activity identified.
- Reviews daily aggregate currency reports. Prepares Currency Transaction Reports accurately and completely for processing with FinCEN.
- Supports company compliance with all operational regulations.
- Assists during periodic compliance audits.
- Maintains accurate tracking, supporting documentation requirements and ensures all BSA related reporting is completed within established regulatory requirements.
- Conducts business continuity reviews with each branch/department as assigned.
- Assists in tracking new laws and regulations, or amendments to existing regulations that impact current operations and current/new products and services.
- Assists with the review of company policies, procedures, forms, disclosures, member publications, advertisements, and the website to ensure compliance with regulations as assigned.

- Assists with the implementation of a comprehensive compliance program to ensure conformity with federal and state laws.
- Assists with the monitoring of compliance-related procedures and performing reviews to ensure procedures are being followed and forms are being used properly.
- Supports making the information necessary to complete external compliance examinations available as assigned.
- Assists in monitoring and developing compliance-related and fraud awareness training for departments, all CU staff or members as assigned.
- Assists with coordinating the vendor risk-management program. Ensure efficiency, quality control, and compliance with regulatory guidance in company-wide vendor risk- management activities.
- Refer members to the proper department for issues that cannot be resolved within your department.
- Assist area personnel and all other staff members as required, handling communications and follow-up professionally.
- Complete required reports and related documents promptly and accurately.
- Maintain an up-to-date and comprehensive knowledge of Credit Union products, services and promotions.
- Support the solutions program of the Credit Union.
- Ensure that work area is clean, secure, and well maintained.
- Follow all Credit Union policies, procedures, legal and regulatory requirements-
- Maintain and project the Credit Union's professional reputation.
- Maintain privacy and confidentiality of member accounts, employee information, credit union proprietary information and information required by law.
- Meet Service Standard Expectations, providing extraordinary financial products at the highest level of service to the membership.
- Attendance at workplace is required.
- Ability to handle high levels of stress.
- Good personal skills.
- Other duties as assigned.

Competencies & Performance Measurements

To perform this job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Thorough knowledge of financial and accounting practices and procedures.
- Understanding of governmental regulations and reporting requirements.
- Understanding of related auditing and IT functions.
- Ability to gain knowledge and learn about laws and regulations impacting federally chartered credit unions and to recognize fraud and suspicious activity.
- Ability to effectively multi-task and demonstrate a high degree of accuracy and attention to detail.
- Ability to work independently with little oversight on tasks assigned in a changing environment effectively.
- Proficient knowledge of all Credit Union products and services that are handled or promoted to ensure full use by members, including all related policies, procedures, rules and regulations.

- Must be organized and have the ability to prioritize while working in a fast-paced environment.
- Maintain a professional and courteous relationship with members, staff, and vendors.
- Communication—the individual speaks clearly and persuasively in positive or negative situations, has excellent listening skills, can effectively respond to both verbal and written inquiries.
- Judgment—the individual exhibits sound and accurate judgment, makes timely decisions, and involves others as required and when needed.
- Problem solving—the individual identifies and helps to resolve problems in a timely manner and gathers and analyzes information skillfully.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Security—the individual ensures procedures are observed to maintain appropriate levels of security.
- Safety—the individual observes safety procedures and uses equipment and materials properly.

Knowledge and Skills

- High School Diploma or equivalent. Two years' related experience required.
- Excellent verbal and written communication and grammar skills.
- Ability to have difficult or negative discussions with members, potential members or employees while maintaining a professional demeanor.
- Ability to effectively present information in one-on-one, or small and large group situations to other employees, members, and potential members.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations, financial reports and legal documents.
- Ability to understand and apply financial concepts and to add subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization exists.
- Ability to work across organizational lines to foster teamwork, trust, and quality execution.
- Excellent working knowledge of all Microsoft Office programs, including but not limited to Excel, Word and PowerPoint.
- Exceptional problem solving, critical thinking and researching skills.
- Possess a significant level of diplomacy, integrity, confidentiality and trust.
- Demonstrates cooperation both internally as well as externally.
- Occasional varying work schedules may be required to support department needs
- Team player with a positive attitude and flexibility
- Professional demeanor and personal accountability
- Other: The employee must be able to perform this position safely, without endangering the health or safety to him or herself or others. The employee in this position must be capable of effectively handling multiple concurrent tasks and is flexible in handling daily tasks as required.

Environment and Physical Activity

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The environment for this position is an open office that is clean and comfortable. It may include some minor

annoyances such as noise, odors, drafts, etc. The employee is in a non-confined office-type setting in which he or she is free to move about at will.

The employee, in the course of performing this position, spends time writing, typing, speaking, listening, lifting (up to 15 pounds), carrying, seeing (such as close, color and peripheral vision, depth perception, and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling, and reaching.

The employee for this position may operate any or all of the following: telephone, cellular telephone, copy and fax machines, calculator, imaging equipment, postage meter, typewriter, computer terminal, personal computer, related printers, and teleconferencing equipment.

This position also requires travel by automobile between branches and ATM locations, and occasional travel elsewhere.