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# Item Processing Representative-East

Shared Financial Solutions

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Position Title: Item Processing Representative-East      Department: Shared Financial Solutions

Classification: Non-Exempt      Revision Date: 11/1/2016

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## Reporting Relationships

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Position Reports to: Manager of Item Processing-East

Positions Supervised: None

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## Position Purpose

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Responsible for quality delivery of item processing services to member credit unions. Respond to member credit union requests relating to item processing services and perform back office functions supporting those services.

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## Essential Functions and Basic Duties

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1. Comprehend and perform all aspects of item processing's daily work, including:
  - a. 10-key correction of rejects
  - b. Image file capture balancing
  - c. Check adjustments
  - d. Credit union research and retrieval requests
  - e. Credit union member service
  - f. Process large dollar return notifications
  - g. Process stop payment and closed account requests
  - h. Return item processing
  - i. Report balancing and daily reconciliation
  - j. Daily operation and processing of incoming deposit batches
  - k. Outgoing deposit cash letter processing
  - l. Department organization
  
2. Identify incoming files that are ready for processing, correct rejected items and balance files. Assist credit unions and trouble shoot processing issues using remote access. Create outgoing image files, submit within established schedule and confirm acknowledgements. Balance all incoming deposit files, create outgoing deposit image files, submit within established schedule and confirm the deposits are balanced.
  
3. Provide timely, accurate response to credit union requests for information, research and general assistance. Proactively research inquiries using all available resources including: SFS staff, third party vendors and credit union data processors.

4. Knowledgeably use the check processing software provided to SFS to accurately process credit union data.
5. Actively work with various financial institutions to resolve cash letter differences and disputes. Act as a credit union educator to resolve credit unions out of balance conditions.
6. Actively participate in departmental goal setting and achievement.
7. Support team effort to ensure timely work flow and deadlines are met.
8. Performs others duties as assigned.

## Qualifications

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|---------------------------------|---|
| <b>Education/Certification:</b> | <ul style="list-style-type: none"> <li>• High school diploma or GED.</li> </ul>   |
| <b>Required Knowledge:</b>      | <ul style="list-style-type: none"> <li>• Specialized knowledge of the check processing systems/software.</li> <li>• Understanding of Company products and services.</li> </ul>  |
| <b>Experience Required:</b>     | <ul style="list-style-type: none"> <li>• One year of check processing experience.</li> </ul>  |
| <b>Skills/Abilities:</b>        | <ul style="list-style-type: none"> <li>• Professional, well-developed interpersonal and communication skills necessary for interacting with credit union personnel, and serving as a representative of the Heartland Credit Union Association.</li> <li>• Strong analytical skills sufficient to troubleshoot complex issues, including complex fraudulent items, adjustments, and the intricacies of corporate drafts, etc.</li> <li>• Strong prioritization and organizational skills to meet consistent, changing, and multiple demands of credit union participants and outside parties.</li> <li>• Knowledge of Microsoft Word and Excel sufficient to create procedure manuals, instructions, billing reports and spreadsheets.</li> <li>• Ability to operate general office equipment including scanner, copier, and telephone.</li> <li>• Proficient in 10-key calculator.</li> <li>• Active listener with the ability to convey proper, timely information.</li> </ul> |

## Physical Activities and Requirements

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|----------------------------------|---|
| <b>Talking:</b>                  | <ul style="list-style-type: none"> <li>• Must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.</li> </ul>            |
| <b>Average Hearing:</b>          | <ul style="list-style-type: none"> <li>• Able to hear average or normal conversations and receive ordinary information.</li> </ul>                                |
| <b>Repetitive Motion</b>         | <ul style="list-style-type: none"> <li>• Movements frequently and regularly required using the wrists, hands, and/or fingers.</li> </ul>                          |
| <b>Average Visual Abilities:</b> | <ul style="list-style-type: none"> <li>• Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.</li> </ul> |

- Physical Strength:**
- Some sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.
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## **INTENT AND FUNCTION OF JOB DESCRIPTIONS**

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.