



Manager- Core System Support

Department:	Operations
Reports To:	VP/Chief Officers Group
Classification:	Exempt, G13
Pay:	(Min. \$82,786.52 – Mid \$103,483.15 - \$124,179.78 Max)
Type:	Full Time
Location:	Glendora, CA

Purpose:

To provide primary oversight to the Credit Union's core application systems.

Major Duties and Responsibilities:

Overview:

Assist the DNA Core System and Operations in managing the mission critical DNA Core System. Responsible for ongoing processing of reporting and report writing. Partner with other business lines to address issues that impact the customer experience.

Responsibilities:

- Assist in the management of the core system parameters, designing new deposit and loan product parameters, release updates, notices, statements, user testing, tax processing, deposit, and loan rate tables, maintaining oversight and management of test databases, troubleshooting user issues, setting up new users, reviewing vendor client bulletins and completing all data center questionnaires.
- Assist in completing DNA User Audits
- Assist in management of tax processing, the end-of year verification process, end of year surveys, and completing all data center questionnaires, manage deposit and loan rate tables, maintain test databases, review vendor client bulletins.
- Assist in new DNA Apps that are purchases by reading over material and implementing system requirements to help allow the App to operate smoothly.
- Responsible for the retail management reporting; Ongoing processing of daily, weekly, monthly, quarterly, and year-end reporting, creation of new reports and one-time reports.
- Responsible for the monthly form updates by importing and assuring correct mapping is in place. Also responsible for the addition of any new/existing variables to the new/existing forms that are requested by departments who control the forms.
- Responsible for Bank report writing, Run, build, and create on-demand queries and maintain deposit operations reports schedule utilizing the available Bank reporting applications; Train report database users on running report queries; Assist other Team Members as needed.
- Have an understanding of the mission critical applications used by the Deposit Services & Loan Operations departments to manage processes and workflow.

- Assist in monitoring system application updates and new versions; evaluate their impact on current workflows and ensure appropriate implementation.
- Document system failures, report reasons, and ensure corrective actions.
- Assist in the development of department procedures and controls.
- Maintain and communicate extensive, in-depth understanding of retail operations, including bank policies and procedures, government regulations, and all service and operational standards. Provide reporting to Senior Management related to performance and risk management.
- Coordinate, conduct, and/or participate in regular meetings to communicate and provide proper interpretation of retail initiatives, including changes in policy and procedure.
- Ensure compliance with applicable regulatory requirements.

Expectations:

- Adhere to the principles and requirements of all applicable laws and regulations relating to your position and your ACCU employment, including but not limited to the Bank Secrecy Act (BSA), the anti-terrorism procedures of the Office of Foreign Asset Control (OFAC), and the Anti-Money Laundering (AML) provisions of the USA Patriot Act.

Essential Functions:

- Ability to understand the technical and theoretical concepts of software programs and ability to apply them to the Bank's current environment.
- Advanced analytical skills, ability to determine areas in need of improvement and the ability to find solutions.
- Ability to deal with complex problems involving multiple facets, variables, and situations where only limited standardization exists.
- Excellent verbal and written communication skills; ability to communicate across a broad base of internal customers, external customers, and third-party vendors.
- Excellent organizational and time management skills with the ability to multi-task.
- Ability to work with minimal to no supervision while performing duties; ability and initiative to organize various functions necessary to accomplish department activities or goals and be a strong team player.
- Advanced Power BI and Excel skills.

Qualifications and Educational Requirements:

- 6+ years DNA Core system experience
- Analytical thinking
- Strategic Consulting
- Highly motivated to execute on deliverables on time.
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- Other core processing system experience as such MeridianLink, Helix, Q2
- Subject Matter Expertise in one or more of the major areas:
 - Finance/Back Office
 - Finance and Accounting
 - Back Office Processing
 - Deposit Operations
 - Retail Deposit

- Loan Servicing
- Consumer/Commercial/Mortgage Product
- Consumer Loan Servicing
- Commercial Loan Servicing
- Mortgage Loan Servicing to include Escrow.
- Investor/Participation Lending

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

ADA Compliance Statement:

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee's disability don't cause an undue burden to the credit union.

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