



## Corporate Banking Service Specialist

<b>Department:</b>	Business Account and Deposit Services
<b>Reports To:</b>	Business Account Director
<b>Classification:</b>	Non-Exempt, G8
<b>Pay:</b>	\$24.02 min - \$30.02 mid. - \$36.03 max
<b>Type:</b>	Full Time
<b>Location:</b>	Glendora, CA

### Purpose:

Provide superior service and relationship-building services to church, ministries and other businesses and individuals with ACCU membership or prospective membership. Support and maintain professionalism to provide a streamline banking experience for each individual account holder.

### Major Duties and Responsibilities:

- Process New Corporate Account creation either by electronic notification or in person/walk-ins. Ensuring the file is sound and risked accordingly.
- Be the primary point of contact for any corporate account maintenance including but not limited to corporate account changes, changes of signers, other account maintenance, online banking.
- Process various items such as, but not limited to: transfers, payments, stop payments, wire transfers, address changes, check and deposit slip orders, one time debit/ACH etc. While utilizing ACCU Procedures and Policies.
- Process Corporate Verification of Mortgages and Verification of Deposits
- Monitors reports to ensure the departments are within guidelines
- Take member phone calls and walk-in assistance to complete member transactions as needed in accordance with ACCU policies and guidelines.
- Assists with loan payoff calculations and review of Title on Consumer and Corporate as needed
- Supports and works closely with the Collection team to ensure that ACCU holds a low delinquency and overdrawn ratio. Communicating and bringing negative accounts current while working alongside Business member.
- Evaluating the need to update declared behavior Verafin questionnaires and CDD reviews at time of new account add ons or signer changes to support the Compliance team.
- Phone log in to assist calls coming in to support the Business Account and Deposit Services, Loan Servicing team and Loan Portfolio team.
- Assists and supports the Compliance team with their EDD reviews by corresponding with members, collecting documents and gathering information to support the risk assessment
- Creates, processes and maintains updated Verafin Questionnaires for all business members.
- Works closely with the Compliance team at ACCU to ensure accounts are acting and transaction per Regulations and CU Policy
- Processes and reviews of all quality control; peer quality controls are processed on each new membership file. Assists with calls and correspondence to support Loan Portfolio servicing and processing with member needs and requests
- Assists with Corporate OneTime Loan Payments, statement reviews, member communication

and Organizational edits as needed.

- Back up to monitoring delinquent property taxes and reporting; working with a third-party provider
- Back up to collateral insurance monitoring coverage and payments; including force placed insurances and policy default letters
- Aware and understand systems utilized to maintain a streamline process of account opening and membership maintenance (Currently Hubspot, Formstack, DNA).
- Assist department manager with tasks as necessary.
- Flexible to training and courses as needed to maintain a sound department.
- Serve as a back up for Digital Services regarding Cash Management and Deposit Now. Set-up, make changes and trouble shoot for these services.
- Other duties as assigned

### **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 perform duties as outlined under “Major Duties and Responsibilities.”
- Ability to communicate clearly and to be understood.
- Ability to deal with sensitive and confidential information.

### **Qualifications and Educational Requirements:**

- One to Three years of similar or related experience with Corporate Accounts, Corporate Loans and/or Servicing
- (1) Associates degree, or (2) High School Diploma or equivalent (3) on the job experience.
- Courtesy, tact diplomacy, and desire to provide exceptional member service are essential elements of the job. Resolution of conflict in some conversations; training will be provided.

### **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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