



Product Management Administrator

Department:	Operations
Reports To:	AVP Product Management
Classification:	Non-Exempt, G10
Pay:	\$29.22 (Min), \$36.52 (Mid), \$43.83 (Max)
Type:	Full Time
Location:	Glendora, CA

Purpose:

The primary purpose of this role is to ensure the seamless operations, maintenance, and enhancement of critical financial systems, specifically MeridianLk and Fiserv DNA. This position is pivotal in supporting the organization's technological infrastructure, ensuring compliance with regulatory standards, and enhancing the overall efficiency and effectiveness of Credit Union operations. The role involved a blend of technical expertise, project management, and staff training to foster a robust and secure financial environment. By maintaining best practices in system configuration, troubleshooting, and user support, this role contributes significantly to the organization's mission of delivering exceptional financial services to its members.

Major Duties and Responsibilities:

- Maintains, troubleshoots, and configures MeridianLink LoansPQ, and Fiserv DNA.
- Maintains, monitors access, and grants access to different internal systems.
- Conducts and controls product tasks, including program design and documentation.
- Maintains best practices as it pertains to testing and implementation practices and conducts reviews where necessary
- Troubleshoot system issues with and for staff, including opening and monitoring tickets with third parties
- SME for staff training, development, projects, and assignments
- Help with the development, implementations, upgrades, and maintenance of DNA releases.
- Help lead product-centric projects and communication with third-party vendors
- Work with management to evaluate and determine if any systems upgrades are necessary
- Writes/develops procedures, user guides, and training materials
- Conduct training when needed for newly created products/features to staff. This could be from new employees during onboarding to more intricate specialized training for more experienced staff.
- Help with other related projects or functions as needed or asked by management.
- Responsible for reviewing and editing deposit and loan notices through DNA.
- Evaluate and review product performance
- Contact for member statements through print/statement vendor
- Building and testing products relating to the project plan

Expectations:

- Knowledge of Credit Union operations: IT, Accounting, Member Services, Operations, Lending, Audit, Marketing, Fraud, Collections, day-end, month-end, and year-end.
- Detailed knowledge of Credit Union regulatory and compliance processes: Escheatment, Credit Reporting, Tax Reporting, Backup Withholding, 1042-S, Statements, Dormant Accounts, FICO Refresh, Document Retention, etc.

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:

- Bachelor's degree or equivalent work experience may substitute for stated qualifications
- A minimum of two years in a role with significant hands-on MeridianLink experience and other programs
- Strong knowledge of MeridianLink's LOS, and Fiserv DNA
- Credit Union experience highly desired

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.

Pay Scale:

Our pay ranges are built to allow for candidates with various levels of skills and experience to be considered, as well as to allow room for growth and tenure achieved in this role over time. Typically, new-hire salary offers fall within the minimum to midpoint of a pay range for many candidates. Any offer extended to a candidate will be based upon their unique set of knowledge, skills, education, and experience, as well as internal equity.

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.

To apply, please visit: AmericasChristianCU.com/Apply