

APPLY NOW

MCT Credit Union

POSITION DESCRIPTION

POSITION TITLE: Internal Control Specialist

DEPARTMENT: Internal Control

CLASSIFICATION: Non-exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Internal Control Manager

POSITIONS SUPERVISED: None

POSITION PURPOSE

Responsible for preparing, maintaining, and verifying various Quality Control reports and records. Assumes responsibility for verification of the accuracy and integrity of member account records. Conducts reviews of the Credit Union's compliance to policies and procedures in the areas of lending, deposits, new products, etc. Assists with the effective and accurate performance of operational audits and audit support functions. Assists with the Credit Union's compliance of all applicable laws, rules, and policies. Completes miscellaneous clerical functions and assists Department personnel as necessary.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the effective and timely performance of quality control functions.**
 - a. Review and analyze consumer, mortgage and business loan files for adherence to Credit Union policies and procedures.
 - b. Review and analyze deposit account documentation for adherence to Credit Union policies and procedures.
 - c. Suggest corrective actions and follow up for corrective actions.
 - d. Provide education regarding negative findings to loan officers, processors, branches, and other departments.
 - e. Review file maintenance reports for accuracy and fraud detection.

- f. Assists in establishing or revising internal operational controls to ensure the adequate protection of Credit Union assets.
 - g. Assist in prevention of account and loan fraud.
2. **Assist with the effective and accurate performance of operational audits and audit support functions.**
- a. Interviews Credit Union personnel to gather information and determine compliance with established procedures.
 - b. Examines records, procedures, performances, and controls for fraud, errors, or deficiencies. Follows up on missing or incomplete items.
 - c. Identifies and reports discrepancies, errors, and other detected problems to Manager.
 - d. Assists in preparing audit reports outlining the scope of each audit and its results, and recommends corrective measures as necessary. Assembles and maintains documents in the prescribed manner.
 - e. Presents audit results as required and explains suggested recommendations to Manager.
3. **Assist with the Credit Union's compliance of all applicable laws, rules, and policies.**
- a. Assists Compliance Officer in developing, implementing and administering the Credit Union's compliance program as needed.
 - b. Assists Compliance Officer with activities involving the Bank Secrecy Act, OFAC, Identity Theft Program and other State requirements as needed.
4. **Assumes responsibility for maintaining professional working relations with members and business contacts.**
- a. Obtains and prepares documents as assigned. Conveys information as needed to the appropriate parties.
 - b. Answers questions, resolves problems, and responds to requests for documents promptly and courteously.
 - c. Maintains and projects the Credit Union's professional reputation.
 - d. Maintains member confidentiality.
5. **Assumes responsibility for establishing and maintaining effective communication, coordination, and working relations with Credit Union personnel and with management.**
- a. Assists branches and related departments as required. Coordinates activities with Branch, Mortgage and Members Business Lending personnel, ensures efficient loan processing, and assists with quality control of loan documents.
 - b. Supports Internal Control personnel as needed.

- c. Keeps management informed of area activities and of any significant problems. Provides suggestions for improved service delivery.
 - d. Completes reports, records, and documents accurately and promptly.
 - e. Attends meetings as required.
6. **Assumes responsibility for related duties as required or assigned.**
- a. Assists with or performs special investigations or audits as assigned.
 - b. Maintains a proficient knowledge of all applicable Credit Union rules and regulations.
 - c. Ensures that work area is clean, secure, and well maintained.
 - d. Completes special projects and miscellaneous clerical functions as assigned.

PERFORMANCE MEASUREMENTS

- 1. Quality control functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and program requirements.
- 2. Records, documents, and files are complete, accurate, up-to-date, and accessible to Credit Union personnel as needed.
- 4. Recordkeeping errors or discrepancies are identified and resolved.
- 5. Professional and courteous working relations exist with members and business professionals.
- 6. Effective working relations exist with Credit Union personnel. Branch, Mortgage and Members Business Lending are well supported and assisted.
- 7. Management is appropriately informed of area activities and of any significant problems.

QUALIFICATIONS

- EDUCATION/CERTIFICATION:** High school graduate or equivalent.
Additional business coursework helpful.
- REQUIRED KNOWLEDGE:** General understanding of Credit Union operations.
Knowledge of mortgage loan document requirements.
Understanding of indexing and imaging processes and related computer applications.
- EXPERIENCE REQUIRED:** One to two years experience in processing mortgage loans helpful.
- SKILLS/ABILITIES:** Well organized.
Attentive to detail.
Able to assist and coordinate activities with others.

Able to use imaging and scanning equipment, fiche and film retrievals, viewer, PC, Imaging System, 10-key, telephone, and other basic business equipment.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- FINGER DEXTERITY:** Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
- TALKING:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.
- REPETITIVE MOTION:** Movements frequently and regularly required using the wrists, hands, and/or fingers.
- AVERAGE VISUAL ABILITIES:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
- PHYSICAL STRENGTH:** Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)
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WORKING CONDITIONS

- NONE:** No hazardous or significantly unpleasant conditions (such as in a typical office).
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.
- MATHEMATICS ABILITY:** Ability to perform very basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations with units such as inch, foot and yard; ounce and pound (or their metric counterparts).
- LANGUAGE ABILITY:** Ability to use passive vocabulary of 5-6,000 words; to read (by sight or Braille) at a slow rate; define unfamiliar words in dictionaries for meaning, spelling, and pronunciation.
Ability to write complex sentences, using proper punctuation, and using adjectives and adverbs.
Ability to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.
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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.