



Position Title: Support Services Lead
Department: Support Services
Reports to: AVP Compliance/Support Services
FLSA Classification: non-exempt
Compensation: \$20.00 - \$24.00 per hour

Job Summary:

The Support Services Lead will ensure regulatory compliance with Currently Transaction Reporting (CTR), and Suspicious Activity Reporting (SAR). Responsible for the accurate and timely completion of CTR, SAR, Member screening, and account activity through the review system generated alerts and report.

Supervisory Responsibilities:

- May train new hires and identify training opportunities and serve as a role model, coach, mentor, and continuously motivate staff to achieve desired outcomes.
- May be responsible for scheduling, and discipline in accordance with company policy.
- Oversee staff when the AVP Compliance/Support Services in not available.

Duties/Responsibilities:

- Responsible for daily oversight of BSA activities including monitoring, reviewing, and ensuring the BSA (Bank Security Act) policy, and procedures are followed and CTR and SAR filing and reporting.
- Responsible for knowledge of process & oversight of member support duties including but not limited to wire request, mobile banking, home banking, ACH share drafts, negative shares, charge-offs and member disputes.
- Responsible for annual updates and mailing of federal and state Privacy Notices; assisting with the annual BSA/OFAC training and Elder Abuse training for all staff.
- Responsible for monthly reporting, including but not limited to, Elder Abuse report, SAR report, Senior Management FM/Transaction reports and quarterly surprise cash counts for all branches.
- Responsible for reviewing loan and teller related work to ensure accuracy and compliance.
- Responsible for reviewing established policies, procedures, and practices to ensure compliance with applicable state, federal or other applicable regulatory agency regulations.
- Perform various quality control reviews and monitoring in the area of Bank Secrecy Act, USA Patriot Act, Anti-money Laundering, OFAC, and Customer Identification Program compliance as directed.
- Responsible for completing required research and timely resolution of member problems, subpoenas, or other third-party agency requests for information.
- Responsible for completing assigned monthly reconciliations and daily balancing within given timeframe.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Proficient knowledge of branch operational activities and understanding of loan practices.
- Proficient knowledge of the Bank Secrecy Act and Elder Abuse prevention guidelines and reporting requirements.
- Proficient verbal and written communication skills.
- Proficient interpersonal and customer service skills.
- Proficient organizational skills and attention to detail.
- Proficient time management skills with a proven ability to meet deadlines.
- Ability to identify, scrutinize, and resolve problems in a timely manner.
- Ability to function well in a high-paced and at times stressful environment.

Education and Experience:

- High school diploma or equivalent
- Minimum three to five years of banking experience in BSA, Elder Abuse, compliance, bank operations, or fraud monitoring is required.
- Prior leadership experience is preferred.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- May require standing and walking 25% of the time, lifting up to a maximum of 50 pounds, and other physical actions that include stooping, kneeling, crouching, crawling, reaching, pulling and pushing.
- May be required to work in an environment with high noise levels and unpredictable temperature and ventilation.

The above information on this position has been designed to indicate the general nature and level of work to be performed by employees designated to this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, or physical requirements.