

*Belonging Never Felt Better*



**JOB DESCRIPTION**

Non-Exempt  
Grade: 9

**TITLE:** **Operational Support Specialist**

**REPORTS TO:** Sr. Member Services Audit Supervisor with direction from Member Services Documentation Manager

**SUPERVISES:** No one

**SUMMARY:** Under limited supervision, is responsible for the processing of incoming requests, including but not limited to levies, garnishments, and research. This position also assumes an active role in various operational duties.

**ESSENTIAL FUNCTIONS:**

- Following established policies and procedures, is responsible for the processing and tracking of garnishments, levies, and requests for information. Maintain current knowledge of applicable laws regarding levies and garnishments.
- Receives and responds to research requests from members and credit union personnel.
- Responsible for the billing, processing and tracking of all credit union safe deposit boxes.
- Assist with Member Service operational related projects, including but not limited to the creation and updating of individual procedures.
- Assist in the transporting, logging, filing, scanning, indexing and auditing credit union documents, as needed.
- Assist with the processing of subpoenas served to the credit union, as needed.
- Assist with review of incoming Member Service Branch and Department paperwork, as needed.
- Assist with the preparation and distribution of incoming and outgoing courier mail, as needed.
- Assist with the MS Operations phone queue.
- Perform other duties as assigned.

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### **PHYSICAL REQUIREMENTS:**

- Actively practice the behaviors required by the credit union's guidelines for Member Service in all interactions with members and staff.
- Preserve member confidentiality.
- Ability to read, understand and respond to complex verbal and written communications clearly and concisely.
- Manual dexterity required to accurately enter data using the keyboard and computer terminal to develop credit union documents, forms, signs, etc.
- Fine motor and physical dexterity related to the operation of standard office equipment.
- Lift and carry up to 20 pounds.
- Must be able to remain sitting, and/or standing for prolonged periods of time.
- Must be able to operate an automobile and possess a valid California driver's license.

### **REQUIRED KNOWLEDGE:**

Good reading, writing, arithmetic, and communication skills. Requires a working knowledge of modern office practices and procedures, including data processing, the ability to make mathematical calculations, to operate calculators and adding machines, to type with reasonable speed and accuracy, and to write legibly. Must work harmoniously with other employees and management. Incumbent must be bondable and able to work with minimum supervision.

### **EXPERIENCE:**

Two or more years of experience in a financial services organization, one of which must be in an operational capacity at Coast Central or similar organization.

### **EDUCATION:**

High school graduate or equivalent.