Job Title: Accounting Assistant

Department: Accounting
Pay Grade: E

Reports To: Accounting Director
FLSA Status: Non-Exempt

Supervises: None
Approval / Revision Date: 04/05/21

PRIMARY FUNCTION: The primary purpose of this position is to assist Northland Area Federal Credit Union in living out our Service Mission, “To be our members’ most trusted financial partner,” by delivering outstanding service to both internal and external members. In addition, to perform the job functions as assigned in an accurate and proficient manner in accordance with policy and procedures. To assist other departments as requested.

Qualifications Required:

Qualifications Desired:
Previous accounting and/or related experience

Essential Functions and Responsibilities:
1. Deliver service to both internal and external members that are in alignment with the credit union’s Service Promises.
   a. I promise to serve you happily, with energy and competence
   b. I promise to be knowledgeable and accurate
   c. I promise to treat you with the respect worthy of an owner
   d. I promise to provide focused attention to your needs
   e. I promise to take ownership of your request
   f. I promise to be trustworthy in every interaction
   g. I promise to safeguard the security of your financial information
   h. I promise to express my appreciation for allowing me to serve you
   i. I promise to provide solutions that will improve your financial life
2. Meets all established service goals as measured by the Internal Service Survey
3. Answer member phone calls professionally and promptly
4. Process wires-including verifying and releasing, posting, and sending
5. Balance VISA and cash advances
6. Balance ATMs
7. Balance VISA/ATM/Debit card fraud and process charge backs
8. Balance and work share draft exceptions
9. Pre-work ACH exceptions
10. Process returned checks
11. Perform plastic card maintenance including ordering, blocking/un-blocking, limit increases, returned cards & travel notifications
12. Balance and reconcile Alloyd, Fed Holding, Remote Deposit and Money Orders
13. Balance and reconcile various general ledger accounts as assigned
14. Process accounts payable
15. Process OFAC verifications
16. Process stop payment and check copy requests
17. Image various accounting reports and documents
18. Contact members with negative account balances
19. Manage, balance and reconcile corporate credit card accounts
20. Facilitate company vehicle reservations and maintenance
Non-Essential Functions and Responsibilities:
Participates in special assignments and performs other related duties as assigned

Success Factors / Job Competencies:
Must be professional in demeanor, detail oriented, and organized. Requires excellent communication and problem solving skills, as well as demonstrated use of good judgment. The successful candidate will be organized, detail-oriented, have the ability to think analytically and be able to prioritize and manage constant interruptions throughout the workday without losing efficiency or productivity. Requires proficiency in computer applications, including Microsoft Office products, such as Word, Excel, Outlook, and PowerPoint.

Physical Demands and Work Environment:
Typical indoor office environment; must be able to remain stationary for long periods of time in a sitting position. Must be able to occasionally stand and move about or traverse inside the office to access cabinets, files, office machines, etc. Requires continuous communication to others and exchanging of information and repetitive use of hand/fingers, such as keyboard typing, telephone and use of office equipment. Must be able to frequently think analytically and handle stress or emotions. Requires occasional written communication. Must be able to continuously concentrate on tasks and remember names/detail. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements are not intended to be construed as an exhaustive list of all responsibilities, duties or skills required of staff assigned to this position. I have read and understand the contents of this job description.

____________________________________   ____________________________________
Employee Name – Printed   Employee Signature   Date