

First Financial Federal Credit Union

Job Opportunity

Job Title: Quality Control Specialist

Salary Range: \$19 to \$20 per hour

Summary: Follows established policies, procedures, and regulations. Reviews records and documents for accuracy and maintains document/record files. Ensures proper storage, retrieval and integrity of documents and recording media. Assists staff and members with inquiries and performs additional duties as assigned.

Responsibilities:

1. Record retention
 - a. Scans all essential records and ensures that only required documents are stored.
 - b. Maintains appropriate logs to identify filmed material. Retrieves information on request and destroys records and documents according to regulatory schedules.
 - c. Ensures that all scanned documents are of acceptable quality.
 - d. Accountable for security of sensitive documents
2. Document review
 - a. Reviews the accuracy of all completed documents to include second mortgages, home equity loans, auto loans, personal loans, new account documents, etc.
 - b. Communicates with staff to resolve issues discovered during the review of the documents.
3. Records and cancels liens and assignments for consumer and real estate loans.
4. Ensures that vehicle titles are obtained in a timely manner.
 - a. Sends notifications of missing titles using the timeline established by the credit union.
 - b. Releases liens on titles and mails out to the appropriate address upon payoff or releases the lien electronically.
 - c. Prepares letters of guarantee and processes payoffs for total loss of vehicle.

- d. Handles transfer of titles for members who move out of state.
5. Works with Collections/Lending for loans that have insurance benefits such as GAP, Loss of Life, etc.
6. Responds to member and staff inquiries and provides assistance and technical support as needed.
7. Responds to research requests and provides copies of documents as required.
8. Processes check orders/re-orders for home equity loans.
9. Cross trains on other department functions.
10. Completes other duties as assigned.

Qualifications, Skills and Abilities:

- High school diploma or equivalent required.
- Familiarity with banking documentation, including account applications, mortgage paperwork, consumer loan documents, titles, and related records.
- Experience performing electronic quality control reviews of documents.
- Strong interpersonal skills.
- Ability to analyze information and interact effectively with members and colleagues.
- Excellent organizational skills and time management abilities.
- Strong verbal and written communication skills.
- Proficiency with computer applications, including Microsoft Excel/Word.
- Must be able to work at our Toms River location one day a month.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefit package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled