

# **First Financial Federal Credit Union**

## **Job Opportunity**

**Job Title:** Quality Control Specialist

**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 upon 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: 2<sup>nd</sup> Mortgages, Home Equity Loans, Auto Loans, Personal Loans, new account documents, etc.
- b. Communicates with staff to resolve issues discovered during the review of documents.

#### **3. Records and cancels liens and assignments for consumer and real estate loans.**

#### **4. Tracks accounts to ensure proper insurance coverages are maintained.**

- a. Places insurance on members' accounts as needed.

#### **5. 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.
- 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.

- 6. Notifies insurance companies and processes information of claims for credit disability and credit life through PC.**
- 7. Responds to member and staff inquiries and provides assistance and technical support as needed.**
- 8. Responds to research requests and provides copies of documents as required.**
- 9. Processes check orders/re-orders for Home Equity Loans.**
- 10. Cross trains on other department functions.**
- 11. Completes other duties as assigned.**

**Qualifications:**

- High school diploma or equivalent.
- Experience with banking documents such as account applications, mortgage documents, consumer loan documents, titles, etc.
- Electronic quality control experience with documents.
- Strong interpersonal skills.
- Ability to process information and to deal effectively with people.
- Strong organizational skills.
- Strong verbal and written communication skills.
- Good computer skills: Excel, MS Word.
- Must be able to work at our Toms River location one day per week.

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