

Operations Support Specialist  
Quality Control

Following established policies, procedures, and regulations, review 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. Maintain appropriate logs to identify filmed material. Retrieve information on request and destroy 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. Review the accuracy of all completed documents to include, 2<sup>nd</sup> mortgages, Home Equity Loans, Auto Loans, Personal Loan, New Account Documents, etc.
  - b. Communicate 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. Tracks accounts to ensure proper insurance coverages are maintained.
  - a. Place insurance on member's accounts as needed.
5. Ensure that vehicle titles are obtained in a timely manner.
  - a. Send notifications of missing titles using the timeline established by the credit union.
  - b. Release liens on titles and mail out to the appropriate address upon payoff.
6. Notifies Insurance companies and processes information of claims for credit disability and credit life through PC.
7. Responds to member and staff inquires 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 train with other department functions.
11. Complete other duties as assigned.

Must possess excellent communication skills, be highly organized, detail oriented, accurate and able to multi-task.

Good Computer skills: MS Word, Excel, Outlook, Optical

Must be able to work at our Toms River location one day a week.