

**Job Description**

**BSA & Risk Specialist I**

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| **Employee:**  **Reports To:** | Director of Risk Management | **Department:**  **FLSA Classification:**  **Updated:** | Risk  Non-exempt  June 2021 |

**SUMMARY:** TheBSA & Risk Specialist I is responsible for the daily servicing of the comprehensive corporate-wide Bank Secrecy Act (BSA) Program that includes internal policies, procedures and controls to comply with the USA Patriot Act, BSA, Currency and Foreign Transactions Reporting Act, Anti-Money Laundering (AML), Office of Foreign Asset Control (OFAC), and FACT Act Red Flags compliance, deposit account and shared branching compliance. Consults with and provides daily assistance to management and staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**: *Must effectively carry out the essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal’s mission and core values in a positive manner. Other duties may be assigned.*

1. **Bank Secrecy Act Program Servicing Responsibilities**
2. Responsible for required regulatory reporting that is timely, accurate, and compliant including:
   1. Files Currency Transaction Report (CTR) within reporting deadlines. This includes reviewing all alerts, collecting data, compiling, and submitting reports.
   2. Researches suspicious activity, writes narrative and files Suspicious Activity Report (SAR) within deadlines. Prepares monthly SAR tracking reports. Takes appropriate actions and limits access when suspicious or illegal activity is discovered.
   3. Follows FinCEN 314(a) and 314(b) compliance guidelines in screening accounts, sharing information with other financial institutions and law enforcement.
3. Monitors fraud trends and communicates these trends to members and staff.
4. Conducts monthly compliance review and prepares exception report for management.
5. Provides input to management on quality control weaknesses, policy enhancements and training needs.
6. Monitors resources such as the CUNA, NCUA, FinCEN and CU League websites (OH & PA).
7. **Account Monitoring and Case Management**
8. Services alerts, creates cases and conducts research. Gathers evidence and responds to law enforcement. Classifies and monitors the High-Risk Member transaction logs and procedures.
9. Responsible for OFAC watch list compliance and review of daily alerts, creates, and investigates cases. Tracks, reports, and freezes accounts as necessary for all OFAC matches. Reviews and responds to list of false/positive matches and reason codes. Audits non-members transactions for OFAC compliance.
10. Reviews Chexsystems Sentry service notifications daily. Follows decision matrix and takes necessary action.
11. Tracks and reviews the transaction(s) that caused a negative account (except mortgage escrow) for setting and managing account alerts. Follows procedures for next steps (follow-up with member, Management, Attorney, Law enforcement, state agency or bond carrier).
12. Adheres to Policy #2232 Member Withdrawal of Services. Follows established procedures to present the account for review and complete the expulsion processes.
13. **Deposit Account Compliance**
14. Provides procedure information or disclosures to ensure compliance with applicable federal and state laws and regulations including, but not limited to: Reg CC, Truth-in-Savings, Account Titling, NCUSIF, Excess Share Insurance (ESI) and IRS Reporting.
15. Responsible for maintaining knowledge of governing consumer and business account regulations, compliance and information security issues and provides management with updates regarding exposure to new or pending developments as they relate to system interfaces or processing.
16. Answers member questions and initiates difficult and direct conversations. Ensures member information and documentation is received and filed.
17. Assists staff to resolve errors, correct member accounts, regulation and/or disclosure questions or concerns and consults with management when necessary.
18. Reviews new and existing specialty accounts that include but are not limited to: Power of Attorney, Trust documents, UTMA, and Rep Payee.
19. Acts as a resource for account closing guidance and provides assistance with death or divorce situations.
20. Processes all subpoenas and seeks legal opinion when necessary.
21. **Member Account Document Servicing**
22. Audits all new member accounts and existing account titling changes. Audits and compares that account documents accurately match the system account record and are appropriately signed and scanned into the electronic account record.
23. Verifies that account related legal documents have been presented and are archived with the account record. (i.e.: Trusts, POA, Death Certificates, etc.)
24. Follows up with staff to ensure missing documents or information is obtained and completed. Scans documents obtained through follow-up via mail, fax, or in-person into the electronic account record.
25. Archives other documents that relate to member account requests or maintenance into the account record.
26. Utilizes a Diary entry within the account record to report to the account opener any error or finding that must be corrected. The workflow is tracked for due date completion or Management follow-up if required.
27. **Shared Branching Compliance**
28. Understands Shared Branching policy and procedure updates and can communicate changes.
29. Assists staff to resolve errors, correct member accounts, regulation and/or disclosure questions or concerns and consults with management if necessary.
30. Reviews all Shared Branching updates and changes.
31. Reviews the accuracy of Shared Branching information on the Intranet.
32. **Additional Responsibilities**

Assists with launch of new program enhancements and performs testing to ensure a smooth rollout to membership. Assists with staff training for enhancements and changes.

1. Monitors the Risk e-mail box and forwards notifications when appropriate.
2. Back-up for the BSA & Risk Specialist II and Internal Auditor.

**Promote Individual and Credit Union Success**

Supports Sun Federal’s mission, vision, and values. Makes a positive contribution to business plan objectives and goals.

Understands and adheres to all policies, procedures, and regulations. Passes annual compliance requirements.

Responsible for personal development through training, collaboration, and teamwork.

Demonstrates professionalism in dress, tone, flexibility, and communication.

Consistently acts as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintains open and respectful communication with other departments. Handles conflict directly and discreetly.

Shows empathy and respect in all interactions with members, internal and external.

Takes ownership of job duties as assigned or needed. Participate in assigned projects and training in a meaningful and positive way.

Recommends and develops process improvements and procedures to enhance productivity and improve service.

**PERFORMANCE MEASUREMENTS**

1. Member accounts and transactions are closely monitored, member cases have detailed notes, reporting is timely and required follow up taken.
2. All actions taken on accounts are legally compliant and in accordance with established Credit Union policies.
3. All processes and servicing functions are effectively and efficiently performed in accordance with established Credit Union policies and procedures and applicable legal requirements.
4. Effective working relations and coordination exist with department and other credit union personnel. Support is provided as required. Management is appropriately informed of area activities and of any significant concerns.
5. Good business relations exist with members. Member problems and complaints are promptly and professionally addressed and resolved.
6. Professional business relationships exist with vendor partners. Questions and problems are promptly and courteously resolved.
7. Accurate and complete information about Credit Union products and services is provided to members.
8. The Credit Union's professional reputation is conveyed and maintained.

**QUALIFICATION REQUIREMENTS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The individual must be able to successfully pass background checks.*

**Education/Certification:** Associates degree or equivalent work experience in related field. CUNA Certified BSA Compliance Specialist designation required.

**Required Knowledge:** Knowledge of governing consumer and business account regulations, compliance, and information security issues. Thorough knowledge of account procedures skip tracing, and related laws and regulations. Thorough knowledge of all account processes, disclosures, reporting and servicing. Thorough knowledge of all deposit account related products, policies, and standards. Knowledge of all disclosure terms and agreements. Familiar with deposit programs, account ownership and casualty insurance. Understanding of related legal and regulatory requirements.

**Experience Required:** Three to five years of experience in the banking industry or in Risk Mitigation, Loss Mitigation or in a deposit account compliance role.

**SKILLS/ABILITIES:** Strong member service skills, accuracy, and thoroughness in work. Able to communicate complex information clearly. Strong problem-solving skills. Able to coordinate well with other departments and personnel. Ability to work well under pressure. Professional appearance and attitude. Cooperative and willing to assist and motivate others. Self-directed and able to work with minimal supervision. Strong organizational abilities. Ability to operate related computer applications and other business equipment. Able to navigate multiple systems and use all related software applications. Ability to operate related computer applications and other business equipment. Able to navigate multiple systems and use all related software applications. Ability to prepare and analyze reports using Microsoft Excel.

**PHYSICAL ACTIVITIES AND REQUIREMENTS**

**FINGER DEXTERITY:** Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

**TALKING:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

**AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.

**AVERAGE VISUAL ABILITIES:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate machinery.

**PHYSICAL STRENGTH:** Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.

**WORKING CONDITIONS:** No hazardous or significantly unpleasant conditions (such as in a typical office).

**MENTAL ACTIVITIES AND REQUIREMENTS**

**Reasoning Ability:**  Ability to apply logical to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.

**Mathematics Ability:**  Ability to compute discount, interest, profit, and loss and ratio, proportion, and percentage. Able to perform simple algebra.

**Language Ability:** Ability to read a variety of books, magazines, and instruction manuals. Ability to prepare memos, reports and essays using proper punctuation, spelling, and grammar. Ability to communicate distinctly with appropriate pauses and emphasis, correct pronunciation (or sign equivalent), and variation in word order using present, past, and future tenses. ability to effectively communicate with members, attorneys, real estate agents, and any other third parties.

**JOB DESCRIPTIONS INTENT AND FUNCTION**

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**