

**Job Description**

**ITM/Vault Specialist (PA)**

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| **Employee:**  **Reports To:** | Director of Pennsylvania Branch Operations | **Department:**  **FLSA Status:**  **Updated:** | Sales & Branch Operations  Non-Exempt  October 2022 |

**SUMMARY:** The ITM/Vault Specialist is responsible for keeping Interactive Teller Machines (ITMs) in Pennsylvania branches operating. Ensures the safe and secure processing of ITM and Branch Vault currency shipments and ITM cash deposits in accordance with policies and procedures. Performs first-line ITM maintenance. Acts as a resource for branch staff. Provides excellent internal and member service aligned with Sun Federal’s mission.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*Employee must effectively carry out the following essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal’s mission, values, and culture. Other duties may be assigned.*

1. **Orders currency from Federal Reserve for ITM & Branch Vault.**
   1. Utilizes ITM currency usage trends and order history to accurately place order for branch ITMs on agreed upon schedule.
   2. Utilizes Branch Vault currency usage trends and order history to accurately place order for branch vault’s on agreed upon schedule.
2. **Verifies currency shipments delivered to the branch vault.**
   1. Works with branch staff to maintain ITM and Branch Vault currency inventory.
   2. Verifies identifying numbers or seals on bags of currency against the receipts accompanying each bag.
   3. Verifies amount of currency delivered using specialized counting equipment and procedures under dual control (with Branch Manager or designated back-up). Records amounts and cash bag serial numbers of cash bags, signs, and dates receipts and manifests.
3. **Fills ITMs with currency from branch vault.**
4. Loads currency into ITM cassettes, loads cassettes into machine, balances the machine, and ensures the machine is operational after completing the currency addition.
5. Removes and separates currency deposits providing an accurate count by denomination, under dual control, redepositing denominations as necessary and selling remainder to Branch Vault.
6. Removes check deposits under dual control for recording and storage (until shredding) at Branch.
7. Travel to each of the Pennsylvania branches every week.
8. **Performs first-line ITM maintenance.**
   1. Performs first-line ITM maintenance including:
      1. Routine maintenance on interior & exterior ITMs such as cleaning ITM screens and surfaces, filling receipt paper, inspect wiring to ensure they are free from being pinched in an agreed upon period of time.
      2. Performs non-routine maintenance on interior and exterior ITMs when feasible such as replacing broken cassettes, clearing check, currency, and coin jams, check retrieval, etc.
         1. When the Specialist needs to access the vault, it will be done under dual control.
         2. Will designate a back-up in each branch to perform non-routine maintenance in the event specialist cannot.
      3. Non-routine maintenance requiring additional support is brought to the attention of the Information Technology team in instances where second-line maintenance will be needed or is anticipated (from ITM vendor).
   2. The Specialist will be the primary on-site contact in meeting the ITM vendor.
   3. Alerts affected staff members, departments, and Director of Pennsylvania Branch Operations of expected downtime and service interruptions.
9. **Responsible for the routine cleaning of Branch Instant Issue machines**
   1. Cleans branch instant issue machine following agreed upon schedule and documents when completed.
   2. Orders required cleaning supplies when necessary.
10. **May be responsible for the following Branch Duties:**
    1. Acts as Branch Concierge in High-Touch, High-Tech (HTHT) environment by:
       1. Greeting all members/guests entering Sun FCU lobby, always exhibiting Sun Federal’s service behaviors.
       2. Assessing needs and directs members to Harmony (ITM) for regular transactions (deposit, withdrawal, loan payment, transfer).
       3. Ensuring beverage area is always clean and well-supplied.
    2. Cross-sells and refers members to consumer or mortgage loan officers, Wealth Management, or other business partners based on member needs.
    3. Develops and maintains quality member relationships.
       1. Provides personalized, professional service to all members in an exceptional manner, seeking out opportunities to exceed member expectations and deepen relationships.
       2. Meets expected service levels for wait time and accuracy.
       3. Ensures that all member requests are processed accurately and efficiently.
    4. Maintains a high degree of knowledge in all credit union programs, ensuring quality service and accuracy.
    5. Completes member transactions, including but not limited to, deposits, withdrawals, transfers, loan payments and account maintenance.
    6. Instant issues and prints member debit cards.
    7. Consistently meets CML & established service behavior standards.
    8. Participates in the development and attainment of branch goals.
    9. Displays sound judgment in handling member requests and exceptions, seeking and documenting approval as needed.
    10. Executes the branch and CU business plan as assigned, which includes member outreach calls to members.

**Performance Measurements**

1. ITMs are fully operational after being serviced.
2. ITM down-time due to currency outages or routine maintenance is minimal.
3. Currency is handled, tracked, verified, and maintained according to policies and procedures. Currency counts are accurate. All currency is accounted for and agrees to Credit Union records.
4. Branch Instant Issue machines are cleaned on schedule and downtime due to cleaning is minimal.
5. Required reports and records are accurate, complete, and timely.
6. Audit and examination results reflect organized, thorough, and disciplined processes.
7. Always displays professional appearance and communication skills.
8. Member services functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
9. The Credit Union's professional reputation is maintained and conveyed.
10. Good working relationships and coordination exist with area personnel and Management. Appropriate assistance is provided to area staff as needed. Supervisor is appropriately informed of area activities.
11. The Director of Pennsylvania Branch Operations is appropriately and proactively informed of activities and of significant problems. Recommendations for improvement and effectiveness are also provided.

**Expectations for Employees**

1. Supports Sun Federal’s mission, vision, values, and culture. Makes a positive contribution to business plan objectives and goals. Follows Sun Federal’s Service Behaviors. Shows professionalism, empathy, and respect in all interactions with members, internal and external.
2. Takes personal responsibility to actively listen to the members, understand their needs and take initiative to help the member as your first priority.
3. Takes ownership of job duties. Offer team members assistance when necessary to help develop a fully competent and cohesive workforce. Recommends and develops process improvements and procedures to enhance productivity and improve service.
4. Responsible for personal development through training, collaboration, and teamwork. Understands and adheres to all policies, procedures, and regulations. Maintains knowledge of regulations appropriate for position (i.e., Bank Secrecy Act, OFAC, CFPB including regulations Z (Truth-in-Lending), C (HMDA), etc.) and attends all training as it relates to position related regulations.
5. Adheres to Sun Federal’s security procedures and safeguards member information.
6. Demonstrates professionalism in dress, tone, flexibility, and communication.
7. 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.

**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 in business and/or completion of specialized certification or training courses.

**REQUIRED KNOWLEDGE:** Thorough knowledge of Sun Federal’s Cash/Vault/ITM policies and procedures, all Sun Federal products, services, and philosophy. Basic understanding of Credit Union operations, including opening and closing accounts, loans, IRA, and certificate procedures

**EXPERIENCE REQUIRED:** One to three years of experience in a Financial Institution

**SKILLS/ABILITIES:** Demonstrated ability to work under and meet deadlines; and able to work with multiple priorities. Excellent multitasking skills. Solid math and cash handling skills. Ability to operate related computer software, and other business equipment including 10-key, money counters, and telephone.

Proven teamwork skills. Demonstrated analytical, accuracy and problem-solving skills. Strong interpersonal and administrative skills.

**COMPUTER SKILLS**: Strong PC skills with the ability to use and instruct others on Microsoft Windows, Word, Excel, and Outlook; Branch Suite, and SharePoint.

Ability to navigate ITM software and trouble shoot first-line problems as they arise.

**PHYSICAL ACTIVITIES AND REQUIREMENTS**

**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.

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

**REPETITIVE MOTION:** Movements frequently and regularly required using the wrists, hands, and/or fingers.

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

**PHYSICAL STRENGTH:** Ability to lift ITM cassettes, currency transaction packages, and currency counting machine up to 25 pounds occasionally.

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

Travel to each of the Pennsylvania branches every week to fill ITMs.

**MENTAL ACTIVITIES AND REQUIREMENTS**

**Reasoning Ability:**  Ability to deal with a variety of variables under only limited standardization.

Able to interpret various instructions.

**Mathematics Ability:** Ability to perform basic math skills and to use decimals to compute ratios and percent, and to draw and interpret graphs.

**LANGUAGE SKILLS:** Ability to use passive vocabulary of 5-6,000 words; to read at a slow rate; define unfamiliar words in dictionaries for meaning, spelling, and pronunciation.

Ability to write complex sentences, using proper punctuation, and use adjectives and adverbs.

Ability to communicate in complex sentences, using normal word order with present and past tenses, and using a good vocabulary.