Deposit Operations
ACH Coordinator
June 2022

This position is responsible for coordinating ACH Settlement functions according to National Automated Clearing House Association (NACHA) operation guidelines. This position is also responsible for creating and updating procedures as regulations change to ensure compliance and maximizing efficiencies with the overall client experience in mind. The ACH Coordinator is also responsible for the processing of daily ACH and settlement activities.

Essential Duties
- Prepare and execute ACH balancing and settlement
- Monitor outgoing/incoming ACH files
- Setup and support ACH origination clients
- Process and balance ACH returns and respond to internal/external queries
- Research and resolve exceptions and work ACH non-post
- Review and perform OFAC verifications for all IAT transactions
- Review and process Written Statement of Unauthorized Debit forms, death notifications, and reclamations
- Stay informed of NACHA and EFT regulations and assist in updating policy and procedures as necessary
- Ongoing education and training, including offsite seminars and potential certifications

Additional Duties
- Identify and assist in implementing process efficiencies
- Assist with new products, services, and system updates
- Perform account research, audits, adjustments
- Additional duties as assigned

Education
- High school diploma or equivalent, *required*

Experience
- Electronic payment related experience, *2+ years preferred*

Interpersonal Skills
- Courtesy, tact, and diplomacy are essential. Position involves contact with others inside and/or outside the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
- Critical thinking
- Composed
- Self-motivation
- Customer focused
- Persistence

Other Skills
- Demonstrate excellent verbal/written communication and organizational skills
- Ability to learn and understand rules and regulations applicable to financial institutions

Computer Skills
- Strong proficiency with Microsoft Office applications
- Ability to learn and troubleshoot software