

### Document Control

<b>Division:</b>	<b>Finance &amp; Administration</b>
<b>Department:</b>	<b>Member Administration</b>
<b>Role:</b>	Member Administration Officer
<b>Classification:</b>	Full time
<b>Reports to:</b>	Payment System Team Leader
<b>Present Incumbent:</b>	Vacant
<b>Prepared by:</b>	Senior Manger, Member Administration
<b>Date approved/updated:</b>	23 August 2010
<b>Version No:</b>	001

### Our Values

Everything we do is underpinned by our core values:

**Flexible**

**Supportive**

**Approachable**

**Friendly**

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes, training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. We ensure our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies.

Our employees proudly provide quality service to our members in a flexible, honest, fair and caring manner, demonstrating our commitment to our members.

### Position Statement

Finance & Administration is responsible for all financial, management, regulatory and tax accounting, for the monitoring of loan quality, preparation of loan documentation and management of delinquent accounts, for the delivery and support of own and third party products and services to branches and members, for the enterprise risk management and compliance and for managing the balance sheet and inherent interest rate risk.

The Member Administration department is responsible for the delivery and support of CMG and third party products and services to the branches and our members. It also is responsible for regular communication of current products and related procedures. Member Administration is also responsible for ensuring the integrity of member account information and aims for greater

efficiencies and quality in their activities whilst not compromising the support and services provided to the members and our staff. These products and services include, but are not limited to, direct entry, member chequing, cards, periodical payments, web access limits, term savings, EFTPOS and ATM's. The department also manages deceased estates, inactive accounts, and is responsible for monitoring fraud as well as monitoring clients and transactions as required by AML legislation.

The Member Administration Officer is a critical member of the Payment System Team focusing on direct entry together with administration of cards, term savings and member chequing services. This role carries a high level of responsibility for the delivery of these services. This role works with other Member Administration Officers to ensure the following Key Responsibility Areas are completed to strict timeframes.

### Key Responsibilities Areas

- i) Process member chequing on a daily basis;
- ii) Order cheque books on a daily basis;
- iii) Scan member chequing signatures cards and add to an existing database of electronic signatures;
- iv) Ensure new and replacement Redicards are ordered on a daily basis;
- v) Ensure new and replacement VISA Cards are ordered on a daily basis;
- vi) Action Redicard and VISA card renewal reports and order cards due to expire on a monthly basis;
- vii) Ensure BPay is processed by specified times on a daily basis;
- viii) Action BPay investigations on a daily basis;
- ix) Process direct entry exceptions on a daily basis;
- x) Send outward direct entry files by specified times and ensure fraud checks are completed;
- xi) Action daily term deposit maturity report;
- xii) Action member's requests to modify term savings instructions;
- xiii) Print and mail term deposit certificates;
- xiv) Print and mail term deposit maturity letters;
- xv) Action trace requests received from members and other financial institutions for direct entry and member's cheques;
- xvi) Ensure payment system files for member chequing dishonours and direct entry returns are sent at specified times to meet third party processing deadlines;
- xvii) Ensure AUD cheques are sent to ANZ for processing;
- xviii) Ensure NAB Manual Merchant slips are processed in a timely manner;

- xix) Provide support to the branch network for end of day cheque banking and ensure ANZ Coe file is processed daily;
- xx) Document or update relevant procedures as required in consultation with relevant managers; and
- xxi) Provide occasional relief for Member Administration staff that are involved in the Member Relations Team or the payment system transition to the new BSB;

### Role Selection Criteria

#### Competencies

- (i) Work remotely (i.e., with minimal daily direction and supervision) and be able to complete specific tasks within timeframe allotted to meet deadlines.
- (ii) Demonstrate flexibility and a hands-on approach when working in a team.
- (iii) Display a high degree of accuracy and attention to detail;
- (iv) Demonstrate a strong customer service focus.
- (v) Communicate in clear, concise and effective written and verbal formats.
- (vi) Engage in a professional and collaborative manner with staff at all levels across the organisation.
- (vii) Ensure professional communication and relationships are maintained with external parties.
- (viii) Contribute to the development of the department's business plan and demonstrate commitment to achieving the projects as stated in the business plan.
- (ix) Document procedures, and ensure adherence to same;
- (x) Adeptly use Microsoft applications; and
- (xi) Maintain and support the CMG culture when interacting with staff, members and the communities served.

#### Knowledge Areas:

- (i) Strong working knowledge of the Credit Union sector;
- (ii) Strong working knowledge of CMG products;
- (iii) Strong working knowledge of Ultradata core banking system;

**Qualifications and Experience**

- Essential:
1. Well developed computer skills.
  2. Strong knowledge of Microsoft software applications.
  3. Preference for working with numbers/figures.
  4. Be detail-oriented and accurate in work.
- Desirable:
1. Previous experience with a financial institution.

**Acceptance**

I have read the requirements and responsibilities outlined in this position description, CMG's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document:

I accept my performance will be measured through the agreed objectives set with my manager each year and reviewed on a minimum six (6) monthly basis in accordance with the organisations performance management policies and guidelines and processes.

Name: \_\_\_\_\_

Signed \_\_\_\_\_

Date: \_\_\_\_\_

Member Administration Officer

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Payment System Team Leader