



Denver Municipal Federal Credit Union

Job Description: **1070**
Technical Service Coordinator

Date: April 1995

Reports to: Director of Human Resources

Objective: To perform and coordinate the training for all credit union operations, including teller services, member services and loan services. To communicate and provide training, technical direction and guidance to staff and management on software releases, hardware/software upgrading, Regulation CC, bank secrecy, security and product/service knowledge.

Essential Responsibilities:

1. Performs and coordinates the training for all credit union operations, including teller services, member services and loan services.
2. Communicates and provides training, technical direction and guidance to staff and management on software releases, hardware/software upgrading, Regulation CC, bank secrecy, security and product/service knowledge.
3. Performs, coordinates and communicates various human resource activities, as directed.
4. Performs new employee orientations and benefit reviews.
5. Trains Teller and Service Center Representatives in the performance, as directed.
6. Trains designated employees in the use of software systems and related compliance.
7. Demonstrates a thorough knowledge of credit union loan policy, interest rates and how they are computed, and related documentation required for each type of loan..
8. Conducts random audits of loan files/documents for accuracy and completeness.
9. Reviews departmental operations for inefficiencies and makes appropriate recommendations.

Job Description: **1070**
Technical Service Coordinator

10. Ensures for and maintains the confidentiality of designated credit union transactions and activities.
11. Performs other related duties, including special projects, as required or requested.

Qualifications:

Education/Experience: High School graduation or equivalent, and two (2) or more years of recent and related work experience. Demonstrated experience providing training, technical direction and guidance to staff and management. Must be able to work flexible hours. Must be bondable.

Performance: Demonstrated experience performing in compliance with established human resource and departmental policies regarding: attendance (absences, tardiness, sick leave and vacation use, and other scheduled or unscheduled absences); dress code; customer/member services; safety; security, disaster and other policies procedures and practices. Demonstrated effective and diplomatic oral and written communication skills. Performance is limited to the scope of essential duties and responsibilities.

Physical/Environmental Characteristics: Essential duties are performed in a general office work environment and regularly require sitting at a work station/desk while completing paperwork or using computers, calculators, copiers, fax machines and other business office machines and equipment. Essential duties may also involve: occasional kneeling, squatting, bending, walking, crouching, stooping and lifting up to 30 pounds to stack, store supplies or various office equipment, as directed. **Compliance to security and safety procedures, including use of Personal Protective Equipment (PPE), is required.**