



JOB DESCRIPTION

POSITION TITLE: Compliance/Internal Audit Officer

REPORTS TO: CFO

EFFECTIVE DATE: August 25, 2022

FLSA STATUS: Full-time, Exempt

Hours: 40

EEO CATEGORY: Manager

Location: Queensgate

I. PRIMARY RESPONSIBILITIES:

Review credit union policies and procedures to ensure compliance with all related laws and regulations applicable to the credit union. Recommend policy changes to senior management and/or the Board of Directors that will facilitate the credit union's compliance program, reduce risk, and reflect changes in regulations. Update and disseminate information regarding laws and regulations. Responsible for the credit union's internal auditing procedures.

II. ESSENTIAL FUNCTIONS:

- On an on-going basis, review laws and regulations impacting the credit union's compliance requirements, with emphasis on Bank Secrecy Act, Patriot Act, and OFAC.
- Evaluate the credit union's policies, procedures, products, and programs to ensure compliance with applicable laws and regulations. Make recommendations for change where appropriate.
- Disseminate information, answer questions and be a subject matter expert for the credit union on all compliance- related issues.
- Assess risk potential of current procedures and institute new procedures that minimize loss exposure.
- Ensure any change in policy or procedure is communicated, with clarity, to impacted departments and the credit union; as a whole. Follow up to ensure new procedures are understood and implemented.
- Develop and implement corrective action procedures as necessary to ensure compliance with policies and procedures and to avoid future compliance problems.

- Assist in the revision and/or design of forms, products and web site, programs or promotions to ensure compliance with all State and Federal rules and regulations.
- Develop or assist in the development of compliance training programs.
- Assist compliance examiners with their examinations, making available the information necessary to complete their examinations.
- Develop and ensure implementation of record retention policies and procedures in accordance with regulations and laws.
- Participate in the credit union's long and short-term strategic planning.
- Implement and monitor procedures to comply with credit union policies and governmental rules and regulations. Work with other department heads to maintain consistency in credit union policies and procedures. Develop and apply new policies and procedures for branch operations.
- Ensure the security and safety of each branch.
- Maintain best practices and oversight of credit union vendor management.
- Develop, track, and assist in the development of BSA and other required compliance training for branch personnel.
- Keep abreast of changes in the industry and changing trends in lending and react to changes in a way that maintains competitiveness.
- Serve as the internal auditor, providing quality assurance on loan and account production, coordinate a compliance audit and present a summary report to management and supervisory committee.
- Ensure financial accounts will stand up to outside scrutiny through stringent adherence to generally accepted accounting principles (GAAP).
- Develop, perform, and oversee various "spot check" internal audit procedures, i.e., cash counts, teller drawer audits, review of employee accounts, loan documentation, wire transfers, etc. Review random sampling of all new loans for exceptions to policies and procedures.
- Coordinate and conduct investigations of suspected and/or actual internal fraud.

- Keep abreast of changes or new developments in regulatory requirements general accounting principles, or audit techniques.

III. QUALIFICATIONS AND REQUIREMENTS:

- A bachelor's in business administration or related field preferred.
- Strong multi-tasking and problem-solving capabilities with attention to detail.
- Must be proficient in using business and communications software (preferably Word, Excel, PowerPoint, common Windows operating systems and Outlook). Experience with personal computers, computer workstations, computer software, general communication networks and Internet technology is essential.
- A minimum of five (5) years of banking/marketing.
- Demonstrated management and organizational skills. Excellent interpersonal communication skills.

IV. BEHAVIORAL COMPETENCIES

1) Core Competencies:

- Dependability: Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.
- Integrity/Ethics: Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, communicates accurately and timely.

2) Job Specific Competencies:

- The position requires an individual who can maintain composure in a variety of situations.
- Leadership: Leads through change and adversity, makes the tough call when needed, motivates, and encourages others.
- Managing for Results: Sets challenging and productive expectations for team, keeps team accountable for actions, provides leadership and motivation, provides resources and

support, uses checkpoints and data to track progress, sets up systems and processes to measure results.

- Managing Performance: Applies clear/consistent performance standards, handles performance problems decisively and objectively, is direct but tactful, provides guidance and assistance to improve performance.
- People Development: Provides feedback and coaching, rewards hard work and risk taking, takes mentoring role, challenges, and develops employees, accepts mistakes as a learning tool, provides visibility/opportunity.
- Job Knowledge: Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

v. WORK ENVIRONMENT/PHYSICAL DEMANDS

- Work is generally performed in an office environment in which there is only minimal exposure to unpleasant and/or hazardous working conditions. Must have the ability to sit for long periods throughout an eight-hour period. Must be able to use a telephone or headset equipment.
- Must be able to lift as much as 20 pounds, perform work at a computer terminal for 6-8 hours a day and function in an environment with constant interruptions.

Any other duties or responsibilities management deems necessary as part of your position.

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