

**KAUAI FCU
 Job Description**

Job Title: Member Support Specialist II	Effective Date: April 2026
FLSA Status: Non-Exempt	
Reports to: Member Support Supervisor	
PURPOSE AND SCOPE	
<ul style="list-style-type: none"> • Contribute to operational efficiencies and enhance the member journey through direct support of front-line operations staff. Serve as a reference to front-line staff in dealing with complex member issues such as card processing, Individual Retirement Accounts, and disputed transactions. • Provide support to the membership in their use of all delivery channels offered by the credit union. Serves as the primary point of contact for members communicating with the credit union remotely. Methods of communication include telephone, email, and other electronic messaging. • Handles the back-office processing of the credit union’s electronic services (ACH, Debit, Wire, etc.). • Represent the credit union professionally and in accordance with the expectations set forth by the credit union’s brand. 	
ESSENTIAL JOB FUNCTIONS	
1. Primarily performs a variety of operational support functions including: Automated Clearing House (ACH) Share Draft Daily Processing, Wire Transfer Processing, Dormant Account Processing, FedReturns, Upstart Daily ACH Processing, Daily Bill Payer Processing, ATM Check Deposit Processing, Mobile Check Deposit, and Debit Card Dispute Processing including Unconfirmed Card Fraud Cases.	
2. As part of operations team, answers the credit union’s telephone and responds timely to member inquiries through remote channels such as online banking secure messaging, email, text message. Process member requests including financial transactions, account research/verification, product knowledge/cross selling products and services.	
3. Projects a positive attitude and infectious enthusiasm in interactions with members and staff.	
4. Reviews and processes advanced back-office functions, such as negative share accounts, text message communications, wire transfers account verifications, dividend checks, and share charge-offs.	
5. Maintain a comprehensive knowledge of all credit union products and services to assist members with wide range of inquiries.	
6. Monitors reports of credit union activity, including non-financial activity report, and ACH reports. Reports discrepancies to appropriate personnel.	
7. Process and respond to subpoenas and other legal requests by meticulously gathering and analyzing relevant data.	

8. Assists with administration of the credit union's IRA program, including review of reports and checklists, IRA Required Minimum Distribution and death claim processing, review and approval of forms, and end-of-year processing. Provides back-up support to other departments for IRAs.	
9. Perform in-depth research to resolve complex member inquires, ensuring a high degree of accuracy and confidentiality.	
10. Assists in developing procedures, training material, and training delivery, as needed.	
11. Identifies process improvements to enhance the member experience, streamline operations and maintain adequate controls across the organization.	
12. Carries out responsibilities in accordance with credit union policies and procedures, as well as state and federal lending regulations, including but not limited to the Bank Secrecy Act, the USA PATRIOT Act, Office of Foreign Assets Control, and the Equal Credit Opportunity Act.	
13. Support the team and wider organization by completing other tasks and special projects assigned.	
14. Performs other work as assigned.	

SUPERVISION RECEIVED
<ul style="list-style-type: none"> • Under direct supervision from the Member Support Supervisor, provides support to the credit union's operations. • Empowered to solve problems in a professional and timely manner. • Exercise discretion and independent judgment in tasks/situations detailed in departmental procedures.
MANAGEMENT/SUPERVISORY RESPONSIBILITIES
Directly Supervises: NONE

IDEAL EDUCATION AND/OR EXPERIENCE
<ul style="list-style-type: none"> • High School diploma and • Two years clerical/financial institution/Operations and customer service experience • Must be able to attend yearly training related to daily duties, either virtually or in person. <p>For Internal Promotions:</p> <ul style="list-style-type: none"> • Above average performance rating from the previous two annual performance

evaluations, and <ul style="list-style-type: none">• Financial institution related educational courses/seminars (e.g., HCUL, CUNA, FEAH, etc.) as recommended by management.
IDEAL KNOWLEDGE/SKILLS
Must be able to communicate (verbally and in writing) clearly in the English Language.
REASONING/DECISION-MAKING/PLANNING ABILITY
Must be able to make good decisions dealing with members, employees, and the public in a timely manner.

PHYSICAL DEMANDS
Work Environment: <ul style="list-style-type: none">• “Moderate” noise level in an enclosed air-conditioned facility (e.g., office with computers, printers, work area with light traffic, telephones, etc.).• May require continuous communication via telephone and other electronic messaging for up to 4 hours.• Usually indoor work with occasional work outdoors.• Must be able to lift, push, and pull a minimum of 25 lbs.• Must be able to operate office equipment such as: computer, typewriter, fax, telephone, photocopier, and calculator.• Position may require prolonged sitting, standing, and walking.
TRAVEL REQUIREMENTS
Some travel may be required to attend meeting/educational offerings by car or aircraft to various locations throughout the United States. The length of the travel varies by purpose. Must be able to regularly travel between the credit union’s offices in order to ensure effective operations, and to attend required meetings and training sessions.

ATTENDANCE REQUIREMENTS
Please note that scheduled attendance requirements may change due to business needs.

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Scheduled days of work when the credit union is open:

Monday through Thursday from 7:45a.m. – 4:30 p.m.

Friday from 7:45 a.m. – 5:30 p.m.

Must be able to work additional hours, weekends, and Holidays as needed.