Position:
Payments Specialist

Reports to:
Director Operations

Location:
Winston-Salem, NC

Position summary:

The Payment Specialist Representative provides support of the products and services offered by The Clearing House ensuring transactions are processed with the highest level of quality and in a timely manner.

The role requires working on a set schedule that ensures 24/7 coverage for TCH customers. Before you leave you must ensure that your replacement has arrived. Overtime and weekend hours are required.

Hours:

Essential Functions:

- Responsible for executing all bank settlements and cut-offs
- Ensure all incoming inquiries are responded to in a timely and accurate manner
- Executed scheduled list of activities ensuring critical time-tables are met
- Provide functional support for all in house applications
- Respond to inquiries for NACHA and ECCHO standards
- Respond to settlement reconciliation inquiries for CHIPS, ACH, SVPCO, and RTP
- Procedural documentation review & maintenance
- Issue resolution on internal issue tracking system
- Support weekend testing when assigned
- Effectively handle application concerns with proper escalation to appropriate subject matter experts and management
- Maintain industry certificates
- Execute monthly reporting for management and customers
- Assist in ad hoc projects as assigned and new product launch operations support

Qualifications Required:

- Must be available to provide coverage when needed and available to work weekends
- Must have experience working in a Mainframe and Windows Distributed systems environment
- Ability to work in a fast-paced environment with competing time sensitive priorities;
- Strong attention to detail to ensure firm policies and procedures are adhered to and regulatory requirements are met
- Excellent verbal and written communication skills (must establish good rapport with internal and external customers)
- Should demonstrate a strong knowledge of clearing and settlement functions
- Operations background with firm knowledge of various trade processing, settlement, reporting and regulatory rules and regulations
- maintain formal operations and procedural documentation
- Banking systems background in a batch and or real-time
- Must have working business knowledge of credit/debit cards and related industry partners and processes, including card network standards such as EMV. Apply knowledge of banking/EFT payments systems to assist clients.
- Working knowledge of standard computer software, including MS Excel, Office and Word
- Bachelor’s degree in Business in related field or a minimum of 5-10 years practical work experience
- Relevant experience in Banking or Financial institutions
Success factors/job competencies:
- All service level agreements are achieved
- All issues expeditiously resolved and thoroughly documented
- All documentation completed and maintained accordingly
- 100% compliance with internal regulatory requirements
- Ensure training of staff with a focus of skill development and contingency readiness
- Clear and timely communication with internal and external customers and co-workers
- Maintenance of department procedures, schedules and checklists
- Maintenance and creation of reports for team and management
- Maintain/Obtain industry accreditation

Physical demands and work environment: Work is generally sedentary in nature, but may require standing and walking. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.

PLEASE APPLY IMMEDIATELY by emailing in a single submission: a letter of interest describing your experience and interest in the position, your resume and names or letters of reference immediately to:
human.resources@theclearinghouse.org.

Please use “Payments Specialist” as the subject of your email. Only complete applications will be reviewed.

The Clearing House is an equal opportunity employer