



**Position: Research & Support, Dispute Resolution Associate**

**Status: Full-time, Non-Exempt**

**Location: Modesto, CA or Bakersfield, CA**

**Position Summary:**

Self-Help Federal Credit Union (SHFCU), a non-profit community development financial institution, is looking for a Dispute Resolution Associate to join our Research & Support Team. The Dispute Resolution Associate will assist membership and SHFCU team with disputed fraudulent transactions clearing from member accounts while achieving high member satisfactions, ensure members are served in an efficient, effective manner, and assist the Call Center and Back & Front Office with functions listed below and duties as assigned.

**Responsibilities Include:**

- Maintain high level of knowledge of all Credit Union products and services.
- Support the achievement of Credit Union project goals.
- Ensure member service levels and support member inquiries about Credit Union services and their accounts.
- Conduct Analysis and Process Credit Report Error Disputes sent by e-Oscar or other Credit Reporting Agencies
- Complete knowledge of Red Flag / FACTA
- Ensure that communications are handled courteously, diplomatically, professionally, thoroughly, and technically correct (whether with credit union clients, members or credit union personnel)
- Review all relevant information provided by the consumer and the Credit Bureaus.
- Research and respond to member and document results and findings within the written response deadline.
- Resolve escalated member service matters regarding credit error disputes.
- Receive and research member fraud incidents
- Receive and process disputed transactions
- Assist the R&S Specialist in:
- Process subpoenas, levies, death notifications/US Treasury Reclamations
- Provide support for special projects
- ATM/Mobile Deposit Review
- Problem-solve and troubleshoot member accounts
- Other duties, responsibilities, and projects as assigned.

**Requirements:**

- Demonstrated commitment to Self-Help's mission to create and protect ownership and economic

opportunity for all.

- Ability to work in a collaborative and diverse work environment.
- 3-5 years of financial institution, retail or fast food or related industry experience, including 2-3 years of supervision.
- Knowledge of operational procedures, electronic banking equipment and software
- Strong knowledge of financial institution data processing systems
- Customer service professional or managerial experience preferred.
- High level of multi-tasking skills and problem solving ability
- Excellent oral and written communication skills
- High school diploma or equivalent, plus some completed college coursework or equivalent
- Bilingual Spanish/English fluency preferred

**About us:**

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, over \$1 billion in assets, and serving more than 79,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 149,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to [www.self-helpfcu.org](http://www.self-helpfcu.org) and [www.self-help.org](http://www.self-help.org).

**We are an equal opportunity employer:**

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion (and lack thereof), disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

**Compensation:**

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

**Please apply to our Human Resources Department:**

Interested individuals please send a resume and cover letter to [cahiringmanager@self-helpfcu.org](mailto:cahiringmanager@self-helpfcu.org) with "Dispute Resolution Associate" in the subject line of your message.