

**Southern Financial Exchange Job Description for
Vice President – Member Services
Exempt Position**

This position reports to the President of the Association.

Primary responsibilities of this position include:

Member Support and Solicitation

To develop and execute association programs and services to help retain members and attract new member financial institutions and affiliate members (businesses and individuals), to promote membership to potential members, and to follow up with those who are solicited.

Training

To develop and present in-person and remote training programs that can be provided to the membership on ACH and other payments-related topics. To establish the annual calendar of seminars, webinars, workshops and conferences in coordination with staff.

To participate on various regional and national payments-related committees, which enhance your knowledge and expertise and ultimately benefit the association and its members. This position is required to maintain the AAP (Accredited ACH Professional) certification and seek other certifications as requested.

Technical Support

To provide technical support to members (by phone, email or other) related to ACH and other payments-related topics. A contact log should be maintained for tracking purposes.

Consulting

To conduct compliance audits and/or risk assessments related to payments-related topics (to include: ACH, Remote Deposit Capture, Wire and others as appropriate) on a fee basis.

To prepare contract training materials and consulting support services on a fee basis as may be related to payments-related topics.

Administrative Duties

To prepare various reports, memos and letters as required to complete the above responsibilities. These may also include, but are not limited to, tracking and reporting of SFE membership services and ACH activity.

Communication and Public Relations

To contribute to SFE's various bulletins which communicate various alerts, Rules updates and risk issues for distribution to members and subscribers. To seek out opportunities to present electronic payment issues to various financial industry groups for the benefit of our members and the visibility of Southern Financial Exchange.

Other

To carry out other duties as assigned.

Interested individuals can send their cover letter and resume to Donald S. Jackson at djackson@sfe.org.