

Job Title: Membership Dues Computer Operations Specialist - Grade 10

Reports to: Membership Dues Supervisor / Coordinator

Responsible for processing electronic media, dues reporting, troubleshooting hardware and software problems. Works closely with supervisors, Audit IV's and programming staff to keep membership dues system operating smoothly and efficiently. May be required to assist in other related areas depending upon the workflow.

- Performs a variety of clerical tasks that are auxiliary to the work of the supervisor and which requires an advanced knowledge of CWA dues processing practices and procedures.
- Work is rapidly paced. Duties are diverse, with most duties requiring considerable thought, analysis and reasoning.
- Frequent substantive decision-making is required which often involves initiative in identifying problems and potential solutions. Decisions made could cause major delays, increased costs or other major impediments to the achievement of department objectives. Decisions in complicated or specialized situations are referred to supervisor.

Duties and Responsibilities:

- Schedules and runs all dues batch processing jobs.
- All phases of dues check computer processing and bank direct deposit processing.
- Convert and process company dues magnetic tapes, disks, FTP and EXCEL files.
- Maintains schedule of all membership production report printing.
- Monitors production status of electronic processing units, maintains company contact and mailing list and controls return of company files as needed.
- Controls creation and distribution of CWA News mailing file.
- Processes post office and mailing house address changes.
- Keeps supervisor advised of any problems that could adversely affect normal processing.
- Answers inquiries pertaining to dues accounting reports on an as-needed basis.
- Trains employees assigned to work groups.

- Maintains accurate records and files. Must be able to retrieve information from records and files upon request. May be required to record information in Documents, enter data into computer programs, distribute information and perform computations.
- Distributes company dues reports and other forms and correspondence necessary for dues processing to work group.
- Performs other related miscellaneous general office duties as required, some of which may require independent judgment.

Qualifications:

- Typing – minimum speed – 40 words per minute.
- High school diploma or equivalent.
- Good math, communication, listening, organizational skills and attention to detail.
- Ability to handle multiple tasks.
- Ability to read and comprehend instructions and correspondence.
- Working knowledge of Microsoft Windows, Word and Excel.
- Ability to become proficient in the use of other software packages required to perform duties.
- Ability to learn new software and computer equipment as required by supervisor or as technology changes.
- Ability to understand and follow technical instructions and CWA dues accounting rules and policies.
- Ability to work independently with a minimum of supervisor direction or oversight.
- Minimum two years experience working with membership dues accounting software – CIMS.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, use hands to handle or feel objects, writing instruments or keyboard controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, stoop, kneel or crouch. The employee must occasionally lift and or move up to 50 pounds. Specific vision abilities required by this job include both close and distance vision.

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Human Resources Director

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Chief Steward, OPEIU Local 2

Date \_\_\_\_\_

Date \_\_\_\_\_