

**Job Description**

**Employee Name:**

**Title:** Payments Division Compliance Manager

**Department Name:** Compliance

**Reports To (Title):** Chief Compliance Officer

**FLSA Status:** Non-Exempt

**Grade:**

**Summary:**

Sutton Bank is seeking a Compliance Manager to support its growing, nationwide, consumer card payment activities and third-party fintech relationships, with a strong emphasis on prepaid card products. The incumbent will be relied on to partner effectively with key stakeholders throughout the bank in establishing and maintaining policies and procedures aimed at driving compliance with applicable laws, rules, regulations, and industry standards. The dual capabilities to identify and implement effective compliance solutions for complex banking products and services, and serve as a thought leader through effective communication practices are essential. The ideal candidate will possess those qualities coupled with in-depth knowledge of the applicable banking laws and regulations, but candidates who have less experience but higher educational attainment or other evidence of strong potential to succeed will be considered.

**Qualifications:**

**Education:** Bachelor’s Degree is required, and an advanced degree is a plus.

**Licenses/Certifications:** Certified Regulatory Compliance Manager (CRCM) is a plus, but not required.

**Experience:** Five (5) years of relevant compliance experience working in the financial services industry, preferably in a regulated bank environment. Exceptional educational credentials may compensate for fewer years of work experience.

**Essential Functions:**

**A: Job Specific:**

* Identifies and regularly advises on effective compliance solutions involving highly-complex laws, regulations, and business concepts.
* Reviews multi-channel marketing and advertising materials for compliance with applicable laws and internal and financial industry standards for treating customers fairly, and performs other front-end compliance activities.
* Engages in effective written and verbal communications, including with key business partners, external partners, and regulators, with a particular emphasis on the ability to explain complex concepts in clear and understandable terms, and the ability to draft understandable, actionable, and sustainable policies and procedures
* Exhibits in-depth knowledge of relevant laws and regulations, including, as applicable, the Electronic Funds Transfers Act and Regulation E; the Gramm-Leach-Bliley Act, Regulation P, and applicable state privacy laws; state and federal prohibitions against unfair, deceptive or abusive acts or practices (UDAP/UDAAP) in the offering, delivery, or servicing of consumer financial products and services, including regulations and guidance issued and enforced by the CFPB; and anti-money laundering (AML) requirements, including the Bank Secrecy Act, the OFAC regulations, and other applicable sanctions screening requirements.
* Performs ongoing compliance monitoring and testing of internal and third-party activities, including by assisting in development of, and reviewing and advising on, compliance-related business reporting.
* Facilitates regulatory change management and risk assessment practices.
* Partners closely with Legal staff and Compliance peers.
* Oversees and effectively utilizes third-party compliance resources in connection with performing independent compliance testing.
* Develops, reviews, and monitors the timely completion of appropriate compliance training.
* May be called upon to handle compliance duties outside of core responsibilities as needed.
* Embraces and practices the highest applicable ethical standards of behavior, including by modeling the Sutton Bank Service Excellent Elements.
* Tracks issues to completion and ensures and validates that appropriate corrective action has been implemented within specified timeframes.

**B: Company Specific:**

* Effectively uses Microsoft Office Suite and other applicable software solutions.
* Complies with organizational policies and procedures.
* Represents the organization in a positive and professional manner.
* Attends all mandatory in-services and staff meetings.
* Stays current with training and education in applicable areas of compliance responsibility.
* Maintains the confidentiality of customer and organizational information.
* Maintains effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to new management, structures, processes, requirements or cultures.
* Responsible for compliance with the Bank Secrecy Act, and Anti-Money Laundering laws and regulations, including but not limited to, the USA PATRIOT Act and OFAC.

**Service Excellence Elements:**

**Faith:** (Faith in God provides a set of morals by which we live.) Performs work that reflects a high ethical and moral standard; always seeking to do the right thing. Operates from a center of core values that is a credit to self and positively represents Sutton Bank.

**Professionalism:** (We must embrace and live high standards in our business and personal life.) Performs work that reflects a high level of integrity; takes ownership in all aspects of duties, is reliable and accountable. Acknowledges the worth of others through respectful communications, patience and common courtesy. Consistently performs duties to the best of abilities.

**Passion:** (In order to make a difference we must have the desire to do so.) Performs work that reflects ownership and positively represents Sutton Bank. Demonstrates a positive attitude and devotion to the task at hand. Meets the customer’s needs and concerns by consistently acting in a customer-focused manner. Owning and feeling proud of work quality and our mission.

**Education:** (We must be a student for life and never stop learning.) Keeps skills, competencies and required licensures/certificates current. Seeks out new educational opportunities to keep up with the changes in industry. Shares new information with team members and department heads.

**Teamwork:** (The best solutions come from working together.) Cooperates with co-workers while performing responsibilities leading to everyone being able to achieve success and giving recognition where it is due. Offers ideas for improved work flow.

**Change:** (It is a constant in our lives; embrace it.) Performing in a manner that demonstrates flexibility and openness to change.

**Knowledge/Skills/Abilities:**

* The ability to communicate effectively and clearly, both in verbal and written communications, as well as, present information to groups of managers, employees, customers, etc.
* Excellent interpersonal skills.
* Strong knowledge of the business area that is being supported.
* Self-directed and motivated.
* The ability to manage multiple tasks and meet deadlines.
* Ability to define problems, collect data, establish facts and draw valid conclusions.
* Ability to multitask, effectively identify potential risks to escalate when necessary.
* Excellent attention to detail.
* Knowledge of relevant laws, regulations, and supervisory expectations.
* Able to understand and translate banking regulatory laws, regulations, guidance and expectations into understandable and effective advice.
* Knowledge of and ability to work effectively in a banking environment.

**Disclaimer:**

*This description is designed to indicate the general nature and level of work for this position and is not all inclusive. It is not intended to describe minor duties or other responsibilities that may be periodically assigned. Sutton Bank reserves the right to make changes to the position and the responsibilities at any time. This job description does not serve as a contract or promise of future or continued employment.*

**Date Issued:**

**Date Revised:**

**Employee’s Signature: Date:**

**Dept. Manager’s Signature: Date:**

**HR Signature: Date:**

**Description of Physical Demands and Work Environment**

Show the amount of time spent on-the-job in the following This job requires that force be exerted by weight being

physical activities by checking the appropriate boxes lifted, carried, pushed, or pulled. Show how much

below. and how often by checking the appropriate boxes below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **None** | **Occasionally****up to 1/3** | **Frequently****1/3 to 2/3** | **Constantly****2/3 or more** |
| **Stand:** |  |  | **x** |  |
| **Walk:** |  |  | **x** |  |
| **Sit:** |  |  |  | **x** |
| **Talk or hear:** |  |  |  | **x** |
| **Finger, handle or feel:** |  |  |  | **x** |
| **Push/pull:** |  | **x** |  |  |
| **Stoop, kneel, crouch or crawl** |  | **x** |  |  |
| **Reach with hands and arms:** |  | **x** |  |  |
| **Taste or smell:** | **x** |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **None** | **Occasionally****up to 1/3** | **Frequently****1/3 to 2/3** | **Constantly****2/3 or more** |
| **Up to 10 pounds:** |  | **x** |  |  |
| **Up to 20 pounds:** |  | **x** |  |  |
| **Up to 50 pounds:** | **x** |  |  |  |
| **Up to 100 pounds:** | **x** |  |  |  |
| **>100 pounds:** | **x** |  |  |  |

This job has special vision requirements. Check all that apply.

* Close vision (clear vision at 20 inches or less)
* Distance vision (clear vision at 20 feet or more)

Color vision (ability to identify and distinguish colors)

Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)

* Depth perception (three-dimensional vision; ability to judge distances and spatial relationships)
* Ability to adjust focus (ability to adjust eye to bring an object into sharp focus)

No special vision requirements

This job has special hearing requirements. Check all that apply.

* Ability to hear alarms on equipment
* Ability to hear client call
* Ability to hear instructions from department staff

Specific demands not listed:

**Note: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.**