

**POSITION:** Quality Control Analyst  
**REPORTS TO:** Chief Risk Officer  
**OFFICE LOCATION:** Hybrid  
**DATE:** July 25, 2025  
**FLSA Status:** Non-Exempt

**The Primary Responsibility of this Position:**

Oversee all duties related to First Federal Savings of Lorain's Quality Assurance program.

**Position Purpose:**

This person is responsible for ensuring First Federal Savings of Lorain (FFSL) maintains a sound retail/deposit account portfolio. The position requires ensuring compliance with all applicable federal laws and regulations, safety and soundness requirements, and FFSL's policies and procedures. The analyst will review a variety of account opening documents, updated account documents, and conduct various file maintenance reporting. Additionally, the analyst will review documentation for accuracy, completeness, and compliance with the Bank Secrecy Act requirements (CIP, CDD, NCDD, and KYC).

**Essential Functions**

- Responsible for FFSL's adherence to the Quality Assurance Policy and Program, which includes ensuring proper onboarding and maintenance requirements.
- Perform duties to ensure bank documentation, processes, and procedures are adhered to established policies and following regulatory controls and guidelines
- Review daily new account reports to ensure all required documents are provided for each new account
- Assess and verify file maintenance reporting -including, but not limited to
  - Dormant account status changes
  - Address Changes
  - CIP maintenance field changes
- Review signature cards, identification documentation, business account documentation, and documents for Trusts, POAs, Estates, etc., for accuracy and compliance
- Review file maintenance/corrections for accuracy and verify all documentation was collected
- Reporting: Build reports and ensure the reports are shared with senior management, Risk-Compliance Committee, Oversight Committee, and Audit Committee monthly
- Action plan: Work with senior management to develop and implement a system to propose improvements and changes to systems, work with departments, supervisors, and managers to ensure FFSL properly identifies the defects, finds the source of the defects determines the root cause, makes suggestions for remediation, implements a cure, sets the control, tracks the outcome; retest to determine if systems are effective. Track training of staff by department heads
- Keep current with regulatory requirements by regularly attending continuing education courses offered by regulatory agencies and outside sources. Confirm, with the assistance of Risk-Compliance Management, all updated requirements are being followed correctly by the Retail area. Work with Retail to share changes in requirements with management and staff to ensure related FFSL procedures are changed proactively
- Work with Senior Management/Board of Directors to develop the methodology and terminology for the quality control process; set and monitor a target defect rate, trending information; quality control reporting including setting severity levels, action planning, reporting, and testing
- Work with appropriate staff and external partners to develop procedures and build systems and reporting to support the Quality Control Plan
- Provide guidance to retail staff on quality assurance best practices
- Conduct regular CIP reviews to ensure compliance with company standards and policies
- Collaborate with cross-functional teams to address quality concerns and implement corrective actions

- Maintain detailed records and documentation of quality assurance activities
- Identify areas for improvement and make recommendations for process enhancements
- Collaborate with others on Retail policies, procedures, and guidelines
- Assist with audit requests as needed
- Communicate quality assurance metrics and findings to management
- Re-evaluate the Quality Control Program on at least an annual basis
- Performs other duties as assigned
- Compliance with all government regulations including the Bank Secrecy Act and related regulations

#### **Qualifications:**

- Minimum 3 years equivalent retail banking experience or quality review experience.
- Understanding of banking regulations and requirements such as Know Your Customer, Expected Behavior, CIP, and individual and entity-required documents
- Has innovative thinking, can work independently, accept feedback, and consider the opinions of others.
- Highly organized, with excellent oral and written communication.
- Strong attention to detail
- Excellent problem-solving skills
- Proficiency in Microsoft Office Products with a strong knowledge of Excel and Word
- Ability to prioritize and meet deadlines

#### **Competencies**

- **Ethical Practice** – Being in accordance with the rules or standards for right conduct or practice; following processes, procedures, policies, laws, and regulations that govern the Bank; moral uprightness; honesty.
- **Integrity** –
  - Behavioral: Doing the right thing; acknowledge mistakes and demonstrate accountability for actions;
  - Job-based: Ensuring accurate data throughout the organization.
- **Communication** –
  - **Delivering Messages:** Ability to deliver clear and accurate messages across various mediums to audiences of all sizes and backgrounds. Ensures that the delivered message is clear and understood by the listener.
  - **Listening:** Understands information provided by others. Listen actively to others' views and concerns. Seeks further information to clarify ambiguity.
- **Teamwork**—Participates positively, respectfully, and openly in a group's collaborative effort to achieve a common goal. Be committed to building an encouraging, caring, and supportive environment. Provide mutual support; be open-minded to others' suggestions and contributions.
- **Time Management:** Ability to work on multiple projects simultaneously and meet tight deadlines; well-organized.
- **Initiative**—**Make active attempts to influence events to achieve goals; self-start rather than accept passively; take action to achieve goals beyond what is required; be proactive.**

#### **Work Schedule:**

Full time, Monday through Friday

#### **AAP/EEO Statement**

First Federal Savings of Lorain is an Equal Opportunity Employer-M/F/Disabled/Vet

#### **Other Duties**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.