



Credit Union Department, State of Texas

JOB ANNOUNCEMENT

Job Title:	Compliance Analyst	Job Posting: 26-04
Agency:	Credit Union Department	Department: CUD - Austin
Location:	914 E. Anderson Lane, Austin, Texas	Salary Group: B19
Annual Salary:	\$48,244 to \$66,255¹	Class Code: 1400
Posting:	Internal and External Audience	Occup. Category: Compliance
Travel:	Up to 5%	Shift: Day
Opening Date:	May 20, 2026	Close Date: Open until filled

**** Immediate Hiring Opportunity:** *The agency offers some flexibility regarding the start date to accommodate the selected candidate's availability. ***

GENERAL JOB DESCRIPTION

The Compliance Analyst I performs compliance analysis and investigation work evaluating records, programs, policies, documents and/or contracts to ensure conformity with laws, rules and regulations. This position provides essential support to the CUD Compliance Analyst III and performs a wide range of advanced administrative functions. Responsibilities include processing and investigating complaints, reviewing departmental correspondence to ensure accuracy in grammar and punctuation and completing other office related tasks as assigned. The role further extends to assisting the Agency Commissioner and Deputy Commissioner, when required, by disseminating incoming information, maintaining organized filing systems, and managing departmental data. In addition to these core duties, the Compliance Analyst may contribute to the training of new employees and, on occasion, assume responsibilities associated with other positions on a substitute or as-needed basis.

SUPERVISION RECEIVED

Works under the moderate supervision of the Compliance Analyst III, exercising limited latitude for initiative and independent judgment while carrying out regularly assigned duties in alignment with established office policies and procedures. Receives general instructions for special assignments or for complex tasks not addressed by existing guidelines. Completed work is evaluated for overall effectiveness, accuracy, and compliance with established policies and procedures.

ESSENTIAL JOB FUNCTIONS

- Coordinates, assembles, and prepares documents for primary responsibility of processing complaints. May also serve as backup for processing examinations and information requests, and other office activities as needed. Logs activities in the database, prepares correspondence (opening and closing letters), and ensures follow-up actions are completed within established guidelines and performance timeframes.
- Performs routine investigative compliance reviews that are small or medium in scale to determine compliance with laws, rules and regulations.
- Compiles, reviews and analyzes data to verify documentation.

¹ Salary is contingent upon experience of selected candidate

- Identifies issues regarding credit unions compliance with regulations or standards which require follow-up.
- Responds to incoming queries from consumers, internal staff, external agencies, and other constituents of the Department; may serve as primary or backup for answering phones, as assigned.
- Replies to routine correspondence and requests in a timely and professional manner.
- Consults with complainants and information requestors to provide satisfactory responses and appropriately elevate complex matters requiring higher-level review.
- Maintains documentation and credit union related correspondence within the Department's document repository.
- Administers the Department's database systems for consumer complaints, ensuring proper input and organization of required data; and consistent naming conventions within the document repository.
- Assists in the development of policies and procedures to support Department goals and objectives; periodically reviews existing policies and recommends revisions as appropriate.
- Provides support for overflow reports and correspondence originating from the Deputy Commissioner or Commissioner, as required.
- Supports the ongoing implementation of departmental policies and procedures, including assisting with annual reviews, updates, and distribution of changes to staff.
- Contributes to team efforts by performing other duties as assigned, including coverage during short-term absences such as sickness, vacancies, or vacations.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of office practices and administrative procedures.
- Thorough knowledge of business English, to include grammar, spelling, punctuation, and arithmetic computations.
- Knowledge of the relevant federal and state rules and regulations; contract monitoring; and statistical concepts, methods, and models.

Skills:

- Proficiency in the operation of a computer, Microsoft Office products, calculator, reproduction equipment and other standard office equipment.
- Skill in conducting data searches and evaluating large amounts of data, in customer service, in preparing concise and accurate reports, and in the use of a computer and applicable software.

Abilities:

- Ability to communicate effectively and work collaboratively with coworkers.
- Ability to become proficient at interpreting applicable consumer compliance laws, both state and federal.
- Ability to maintain clerical records and prepare reports from varied sources and make arithmetic computations with speed and accuracy.
- Ability to interpret rules, policies, and procedures, implement administrative procedures and evaluate their effectiveness.

914 East Anderson Lane, Austin, Texas 78752-1699

Agency E-Mail: cudmail@cud.texas.gov • Telephone (512) 837-9236 • FAX (512) 832-0278

- Ability to work independently on difficult clerical tasks.
- Ability to identify problems, evaluate alternatives, and implement effective solutions; to maintain effective working relationships; and to communicate effectively.
- Ability to meet visitors, answer questions about the Department or its functions and to maintain effective working relationships with other employees.

ACADEMIC REQUIREMENTS

Graduation from an accredited four-year college or university with major coursework in business administration, public administration, finance, accounting, computer science, statistical analysis, mathematics, research methodology, or a related field is generally preferred. Experience and education may be substituted for one another.

REQUIRED QUALIFICATIONS

- Experience working with compliance and/or regulatory requirements

PREFERRED QUALIFICATIONS

- Experience with office practices, administrative procedures, and general administrative support.
- Experience working in a financial institution or credit union environment.
- Experience working in a legal or law-related environment.

SPECIAL REQUIREMENTS

- **Application Submission Requirements:**
 - Applicants must submit a signed and completed State of Texas Employment Application to be considered. Resumes may accompany an application but will not substitute for the State of Texas application.
 - Cover letter summarizing qualifications (optional)
 - An official copy of college transcript(s)
- **Background Checks:** Final applicants may undergo employment credit checks, driving record reviews, and criminal background screenings.
- **Employment Eligibility Verification:** Selected candidates will be subject to an E-Verify employment eligibility check.
- **Skills Assessment:** To verify qualifications skills assessment may be conducted to be considered for an interview.

MILITARY OCCUPATIONAL SPECIALTY CODES

Veterans: The following resources provide valuable information and additional job opportunities:

- **Military to Civilian Occupation Translator:**
<http://www.careerinfonet.org/moc/>
- **Texas Veterans Commission Employment Assistance:**
<https://www.tvc.texas.gov/employment/veterans/>

The State Auditor's Office has published updated state job descriptions and the Military Crosswalk, which are available on their website:

<http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions> . Additionally,

the related Conversion Manual can also be accessed on their website at:
<http://www.hr.sao.texas.gov/CompensationSystem/ConversionManual> .

ADA ACCOMMODATIONS

In compliance with the Americans with Disabilities Act ([ADA](#)), CUD will provide reasonable accommodation during the hiring process for individuals with a qualifying disability. If reasonable accommodation is needed to participate in the interview process, please notify the person who contacts you to schedule the interview. If you need assistance completing the on-line application, contact the Staff Services Officer, Biancaja Sugars, at 512-837-9236 or via email at [CUD_HR@cud.texas.gov](mailto:CUD_HR@ cud.texas.gov).

PRE-EMPLOYMENT CHECKS AND WORK ELIGIBILITY

- **Citizenship:** Consistent with the Immigration Reform and Control of 1986 and other applicable laws, all offers of employment are contingent upon the candidate having legal authorization to work in the United States.
- **Driver's License:** Final applicants must possess or obtain within 90 days a valid Texas Driver's license. Satisfactory driving records are required for driving any vehicle to conduct agency business. Final applicants must certify that personally owned vehicles used for agency business have Texas minimum liability coverage and valid state inspection sticker.
- **Selective Service:** All males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement.
- **Records Check:** Final applicants will be subject to an employment credit check, driving record check, and criminal background check. This position requires that the incumbent demonstrate strong personal financial responsibility and integrity.
- **Non-Smoking Agency:** The Department is a non-smoking Agency. Smoking is not permitted in agency offices.
- **Benefits:** CUD offers insurance coverage and other benefits available through the [State of Texas Group Benefits Plan](#) administered by the Employee Retirement System of Texas (ERS).

SUBMIT APPLICATIONS TO

Please direct applications to **Biancaja E. Sugars**, Staff Services Officer, Credit Union Department, via email at CUD_HR@cud.texas.gov, mail to 914 East Anderson Lane, Austin, TX 78752-1699, or fax to (512) 832-0278. All applications must be received by 5:00 p.m. on the closing date. [State applications](#) can be obtained from the [Credit Union Department](#) website.

A successful submission includes:

- [State of Texas Application](#)
- Resume
- Coversheet (optional)
- Copy of Official Transcript(s)
- Copy of Certifications

The Credit Union Department is an Equal Employment Opportunity Employer and strictly prohibits discrimination based on race, color, religion, sex, national origin,

veteran status, age, or disability in employment or the delivery of services. Individuals with disabilities who require reasonable accommodation will not be excluded from consideration based on their disability. Applicants in need of reasonable accommodation during the application process should contact the Staff Services Officer at (512) 837-9236.

Nearest Major Market: Austin