



Credit Union Department, State of Texas

JOB ANNOUNCEMENT

Functional Title:	Senior Compliance Analyst	Job Posting:	27-03
Job Title:	Compliance Analyst IV-V	Class Code:	1403/1404
Agency:	Credit Union Department	Main Office Location:	914 E. Anderson Ln, Austin TX
Department:	CUD – Austin Office ¹	Work Location:	Austin, TX
Posting Audience:	Internal and External	Occupational Category:	Compliance, Inspection & Investigation
Hourly Salary:	CA IV - \$33.45 to \$54.85 ² CA V - \$40.48 to \$68.45 ²	Salary Group:	B25 or B27
Travel:	0% to 10% (none anticipated)	Standard Hours	20-30 hrs. weekly ³
Work Status:	Temporary Part-Time ³	FLSA Status:	Exempt
Opening Date:	October 1, 2026	Closing Date:	Until filled

MISSION AND VISION

The Credit Union Department's mission is to safeguard the public interest, protect the interests of credit union members and promote public confidence in credit unions. The Credit Union Department is a Texas state agency with responsibility for supervising and regulating state-chartered credit unions. The Department seeks to assure a credit union system in which credit unions soundly manage their risks, maintain the ability to compete effectively with other providers of financial services, meet the needs of their members for credit and financial services, comply with laws and regulations, and provide fair treatment of their members.

GENERAL JOB DESCRIPTION

The Senior Compliance Analyst plays a crucial role in ensuring that a credit union adheres to all relevant laws, regulations, and internal policies. They analyze compliance operations, ensuring compliance with relevant laws, regulations, and industry standards. Compliance Analysts also serve as trusted advisors, guiding management on ways to enhance efficiency and improve performance.

The Senior Compliance Analyst performs highly advanced and complex (senior level) compliance analysis work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. May perform the full range of work identified in the levels preceding their own and/or may serve as a team lead or supervisor that oversees or coordinates that work for others.

¹ Position may allow for a hybrid work schedule in the Department's Austin, TX office and remote work from home.

² Salary is contingent upon the experience of the selected candidate.

³ Temporary part-time position which will expire February 28, 2027 unless extended by agreement between the Department and the individual hired for this position.

SUPERVISION RECEIVED

Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Reports directly to the Commissioner and/or his/her designee(s).

ESSENTIAL JOB FUNCTIONS

Customer Complaint Resolution & Compliance:

- Lead Complaint Operations: Oversee the end-to-end processing, investigation, and resolution of member complaints against state-chartered credit unions.
- Develop complaint response templates: On less complex, commonly reoccurring complaint matters, work with staff to develop customizable closing letter templates.
- Draft Escalated Correspondence: Compose official responses and communications regarding complex consumer complaint matters.
- Maintain Case Records: Track, assess, and archive all applicable records, including complaint logs, and investigation outcomes. Work with staff to finalize written procedures for the complaint acknowledgement, review and investigation, and closing processes.
- Identify Regulatory Risks: Ensure that operational processes are sufficient to identify the applicable state and federal rules/laws relevant to a complaint and that appropriate regulatory action is taken, when appropriate.
- Performs additional duties as required: Some, but not all, of the additional duties are detailed in the job description for this position.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Complaint Resolution & Compliance: Working knowledge of credit union operations and state and federal financial regulations commonly raised in member complaints.
- Financial Analysis: Familiarity with credit union financial statements, loan and deposit records, and the financial calculations required for precise complaint assessments.
- Investigation & Reporting: Strong understanding and awareness of data collection, complaint research practices, and required statutory reporting.
- Business Tools: Proficiency with Microsoft Word and Excel and the ability to learn the Department's complaint database and document repository.

Skills:

- Communication: Exceptional oral and written communication skills to deliver clear, concise correspondence and impartial interactions with complainants and credit unions.
- Analytical Research: Proven expertise in gathering, analyzing, and documenting relevant facts from consumer disputes.
- Necessary Information: Ability to identify the exact documentation needed from both the complainant and the credit union involved to complete an investigation and resolve disputes.
- Technical Documentation: Proficiency in spreadsheets for data input and analysis and drafting narrative on complaint outcomes.

Abilities:

- Confidentiality & Discretion: Ability and motivation to work independently, exercise sound judgment, and maintain strict confidentiality regarding sensitive member and credit union information.
- Relationship Management: Ability to maintain productive working relationships with coworkers, supervisors, credit union personnel, and the National Credit Union Administration.
- Supervision: Ability to oversee and/or supervise the work of others.

ACADEMIC REQUIREMENTS

- Bachelor's degree from an accredited four-year college or university, with a focus on accounting, finance, economics, business administration, general business, insurance, mathematics, or a related field.
- Preference for candidates with at least six to nine credit hours in accounting, including basic and intermediate coursework.
- Minimum 2.75 GPA on a 4.0 scale.
- Relevant managerial experience in a credit union or financial institution may be considered as a substitute for part of the educational requirements.

MINIMUM QUALIFICATIONS

- Experience in research, examination of financial institutions, compliance analysis or monitoring, legal analysis, and/or auditing work.
- Minimum of 7 years of progressively responsible experience as an employee or regulator of financial institutions.
- Work experience with a financial institution (e.g., credit union preferred); or current or recent experience in the regulation, examination, and analysis of financial institutions.

PREFERRED QUALIFICATIONS

- Current or recent experience in either the operations of, or the regulation, examination, and analysis of financial institutions.
- Experience in management and supervision of employees.
- Certified Consumer Protection Examiner or equivalent designation related to financial industry compliance.
- Knowledge of Texas and its state credit union statutes and rules is highly desirable.
- Legal background dealing with consumer compliance related matters.

SPECIAL REQUIREMENTS

- State of Texas Application Submission
- Background Checks: Final applicants may undergo employment credit checks, driving record reviews, and criminal background screenings. This position requires that the incumbent demonstrate strong personal financial responsibility and integrity.
- Travel Expectation: Could require a minimum of 0% to 10% travel.

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

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.
- **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.
- **Employment Eligibility Verification:** Selected candidates will be subject to an E-Verify employment eligibility check.

- **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).

APPLICATION SUBMISSION

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](#)
- [State of Texas Application Employment History Continuation Sheet](#)
- 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.

