New England Automated Clearing House Job Description

NPG Payments Risk & Compliance Advisor

Career Level: Mid-Career, Salary Basis

Job Title: Payments Risk & Compliance Advisor

Reports To: Vice President & Director

Employment Status: Full-Time, Exempt

Work Location: Remote (U.S.)

Travel: Periodic travel required for client engagements, conferences, training events, and industry meetings

Created: July 2026

NEACH Mission:

NEACH is a membership-based, regional payments association focused on regulatory compliance, risk management and operational sound practices across various payment channels for member financial institutions and other organizations supplying payments-related services throughout New England.

- We serve as our members' strategic partner, helping advance their business goals by offering customized training, personalized support, and cutting-edge news and information
- We offer unparalleled knowledge of the New England payments landscape from the developments affecting today's infrastructure to the changes shaping tomorrow's opportunities
- We serve as the united voice of New England's payments industry, advocating for our members and shaping the policies that drive opportunities and change

All NEACH employees

Must support and be engaged in the following areas of the business as assigned by Neach Payments Group Management/Leadership:

1. *Outreach*- supporting and taking care of members

2. *Provide support to subsidiary NPG* - support the work of the NEACH Payments Group (NPG) in providing audits, consulting and advisory services

Role's connection to Mission:

The Payments Risk & Compliance Advisor supports NEACH's mission by strengthening the organization's ability to provide practical, risk-based payments expertise to members, clients, and the broader payments community. This role supports the work of NEACH Payments Group by assisting with audits, risk assessments, advisory engagements, training, documentation development, and other consulting services designed to help organizations manage payments risk, strengthen compliance practices, and improve operational effectiveness.

This position also helps NEACH identify emerging payment trends, member needs, operational challenges, education gaps, and risk management priorities through direct client and member engagement. Information and insights gathered through NPG services may be shared internally, as appropriate, to support membership outreach, education planning, advocacy efforts, and future service development.

Audit and Risk Assessment Services:

- Conduct and support payments-related audits, risk assessments, compliance reviews, and advisory engagements for financial institutions, payment providers, fintechs, and other organizations.
- Assist clients in identifying, assessing, and managing payments-related risks while strengthening governance, compliance, operational practices, and documentation.
- Develop and deliver professional client-facing reports, recommendations, educational content, and other engagement deliverables.
- Participate in client meetings, training programs, industry events, and consulting engagements, both virtually and in person.
- Support the ongoing development and enhancement of NPG methodologies, workpapers, resources, and service offerings.
- Monitor industry developments, rule changes, and emerging risks to help ensure services and deliverables remain current and relevant.
- Gather and communicate industry and client insights that support NEACH's education, advocacy, and membership initiatives.
- Represent NEACH and NPG at client meetings, conferences, trade shows, educational programs, and other industry events.

Success in this role includes:

- Strong knowledge of ACH rules, payments operations, risk management, and compliance practices.
- Experience performing or supporting audits, risk assessments, compliance reviews, advisory engagements, or similar risk-based activities.
- Ability to work effectively in a remote environment while maintaining a high level of responsiveness, accountability, collaboration, and client service.
- Willingness and ability to travel as needed to support client engagements, conferences, training programs, trade shows, and other business activities.
- Ability to professionally represent NEACH Payments Group at industry events, conferences, networking functions, and exhibit booths.
- Strong interpersonal skills with the ability to engage professionally with members, clients, prospects, industry partners, and senior-level executives.
- Strong written and verbal communication skills with the ability to present complex information in a clear, practical, and professional manner.
- Drive for learning and a commitment to maintaining expertise in payments, risk management, compliance, and industry developments.
- Professionalism, integrity, objectivity, and sound judgment in communication and decision-making.
- Exceptional customer service skills and a positive, client-focused approach.
- Strong organizational and time management skills with the ability to manage multiple priorities and meet deadlines.
- High level of attention to detail and commitment to quality.
- Ability to work independently while contributing effectively as part of a collaborative team.
- Strong proficiency in Microsoft Office and related business applications. Commitment to maintaining confidentiality and safeguarding client, member, and organizational information.
- Compliance with all company policies and procedures.

Education and Experience:

- AAP Accreditation required.
- Experience with ACH operations, ACH origination, treasury management, deposit operations, payment systems, financial institution operations, fintech/payment provider operations, compliance, audit, or risk management required.

- Experience in an audit, risk assessment, compliance, consulting, advisory, or payments-related role required.
- Bachelor's degree preferred, or equivalent combination of education, training, and experience.
- APRP, NCP, CAMS, CRCM, CTP, or other relevant professional certification preferred.
- Experience drafting or reviewing policies, procedures, risk assessments, audit reports, client deliverables, or other professional documentation preferred.
- Experience working directly with financial institutions, Third-Party Senders, payment processors, fintechs, businesses using electronic payments, or other payments industry stakeholders preferred.

Physical Requirements:

- Must be able to remain in a stationary position 70% of the time.
- Prolonged periods of sitting at a desk and working on a computer.
- Occasionally move about the inside of the office/building to access file cabinets, office machinery, mailbox, publications, etc.
- Constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, scanner, postage machine, telephone, and computer printer.
- Computer literacy.
- Language Skills adequate for high-level written, interpersonal, and telephone communication in American/English.
- Frequently communicate, converse with, discuss and exchange information with members and staff about membership, accounting, billing, projects, reports and database questions.
- Carry, lift, move, and reach for books, paper, publications, supplies weighing up to 50 pounds.
- Ability to travel, travel will be required
- Occasionally, ascends/descends to access cabinets, shelving, etc.
- Constantly positions self to maintain files in file cabinets or desk drawers, etc.
- The ability to observe details at close range (within a few feet of the observer).