

**TITLE:** Enterprise Governance and Documentation Specialist

**REPORTS TO:** Risk Manager

**PURPOSE:**

The Enterprise Governance and Documentation Specialist administers and maintains the organization's enterprise documentation program, ensuring policies and procedures are documented, controlled, consistently formatted, and audit ready. The role partners with department leaders and subject matter experts to capture and standardize existing practices, support the development of complete procedures (without owning business processes), coordinate reviews and approvals, and maintain evidence that key procedures and continuity plans are validated through periodic reviews and testing.

**PRIMARY RESPONSIBILITIES:**

- Develop, maintain, and enforce enterprise documentation standards, including templates, naming conventions, version control, approval workflows, and retention requirements.
- Coordinate the end-to-end documentation lifecycle for policies and procedures (draft capture, formatting, review, approval, publication), without creating or approving business processes.
- Maintain enterprise documentation and review calendars, scheduling recurring policy and procedure reviews with owners based on defined cadences (quarterly, semi-annual, annual, and event-driven).
- Format, standardize, quality-check, version, and publish policies and procedures using approved templates to ensure consistency, governance compliance, and board-ready presentation.
- Capture, document, and maintain departmental procedures, SOPs, workflows, and job aids based on input from process owners and SMEs, ensuring clarity, completeness, and operational usability.
- Assist departments in refining procedures by applying completeness checklists, identifying gaps, and ensuring documentation reflects end-to-end execution, controls, exceptions, and handoffs.
- Facilitate policy and procedure review sessions as needed, track requested changes, and ensure final approvals, versioning, and controlled publication to the enterprise knowledge base or intranet.
- Maintain and organize the enterprise knowledge repository to ensure controlled publishing, version integrity, and easy access to current documentation.

## Job Description

- Coordinate vendors due diligence activities across the vendor lifecycle, including onboarding, annual reviews, renewals, and ongoing monitoring, commensurate with vendor risk.
- Collect, organize, track, and retain vendor due diligence documentation and evidence, ensuring audit-ready files, documented exceptions, compensating controls, remediation plans, and risk acceptances.
- Maintain business continuity documentation, including plans, ownership, revision control, recovery procedures, and supporting departmental documentation.
- Support business impact analysis activities and ensure continuity documentation reflects critical operational dependencies, including third parties and technology services.
- Coordinate and document business continuity and disaster recovery testing, track results and corrective actions, and maintain testing and review calendars.
- Prepare documentation and evidence packages for audits, examinations, internal governance reviews, and committee reporting.
- Handle sensitive information appropriately and maintain confidentiality of vendor, security, and organizational documentation.

### **BSA COMPLIANCE:**

Must uphold compliance with the Bank Secrecy Act (BSA), OFAC, USA PATRIOT Act, and related regulations. This includes member identification, monitoring high-risk accounts, reporting suspicious activity, and ensuring adherence to anti-money laundering policies.

### **COMPETENCIES**

- Analytic Skills
- Recordkeeping
- Collaboration
- Vendor Relations
- Execution

### **REQUIREMENTS**

- Minimum of 3 years of experience in documentation management, procedure development, compliance, vendor due diligence, business continuity, or related work.
- Strong written communication skills, with the ability to translate complex processes into clear, usable documentation for both technical and non-technical audiences.
- Demonstrated ability to manage multiple workstreams, deadlines, and cross-functional stakeholders (internal teams and external vendors) with strong attention to detail and audit-ready recordkeeping.
- Proficiency with Microsoft 365 (Word, Excel, Outlook, Teams) and enterprise document repositories (e.g., SharePoint or similar platforms).



### **Job Description**

- Experience supporting audits, examinations, or compliance reviews, including familiarity with common third-party due diligence artifacts (e.g., SOC reports, insurance certificates, BCP/DR documentation).
- Experience with vendor management, GRC, or process mapping tools (e.g., Tandem, Visio, or similar).
- Credit union or banking experience and relevant professional certifications or training preferred.

### **WORKING CONDITIONS**

- Ability to lift 15-20lbs.
- Ability to sit for long period of time.
- This is a remote position with onsite visits as required.