



Job Title: Deposit Operations Specialist

Department: Operations

Classification: Hourly nonexempt

Reports To: Core Administrator

JOB SUMMARY

This position is primarily responsible for performing all duties related to activities involving deposit operational tasks and assisting the Deposit Operations Team Leader as needed.

CORE VALUES

- **Customer Experience**– Be a trusted advisor while providing exceptional customer service in a welcoming environment.
 - **Continued Growth** – Continually evolve with technology and our customers' needs.
 - **Collaboration** – Success built through teamwork, where each person contributes their strengths and works diligently to achieve a collective goal.
 - **Community** – Make an impact, strive for improvement, and be involved.
 - **Hard Working** – Be enthusiastic, energetic, and tenacious while maintaining a harmonious balance between work and personal lives.
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ESSENTIAL FUNCTIONS:

Essential responsibilities are listed. Other duties may be assigned to meet business needs.

- Maintain deposit information in the bank core system.
- Correct deposit account errors on system(s) and process rejects.
- Process the Bank's Internal and outgoing Mail.
- Assist customers via all support channels.
- Complete helpdesk requests.
- Process Incoming/Outgoing ACH transactions, changes, and requests.
- Fill ATMs (one person from fraud team and one person from Deposit Operations)
- Debit Card Support (activating cards/resetting PIN's/Troubleshooting)
- Credit Card Support & Payment Processing
- Cash Letter Processing (Incoming/Outgoing)
- Updating Customer Information
- Merge CIF's
- Answer internal phone calls.
- Various Research Projects
- Business Online Banking Team Back-up
- Internet Banking Management
- Online Banking Registration
- Mobile Deposit Processing
- Zelle Support



- Apple Pay/Samsung Pay/Google Pay Support
 - Daily Wires—Incoming and Outgoing
 - Telephone Banking support
 - Process Levy's
 - Review of Daily Operations Reports
 - Report/Update customer accounts via ChexSystems
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EDUCATION, QUALIFICATIONS & TRAINING:

- Must possess a High School Diploma
 - 3+ years of banking experience in the Deposit Operations Department
 - 2+ years of ACH knowledge
 - Effective written and verbal presentation skills – ability to communicate effectively with bank personnel and deposit customers.
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PERFORMANCE EXPECTATIONS:

- Excellent analytical skills, including comfort working with large data sets and proactively identifying relevant analyses and takeaways.
 - Strong attention to detail, time management and organizational skills as well as verbal and written communication skills.
 - Must be discreet and trustworthy to hold confidential information.
 - Works in unity with people (internal and external).
 - Team participant in company functions and community support.
 - Strong work ethic.
 - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
 - Work cooperatively with and maintain effective communication and working relationships with customers, co-workers, and managers.
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TOOLS & EQUIPMENT

- Must be able to navigate and efficiently operate standard office equipment such as computers.
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WORKING CONDITIONS & SPECIAL REQUIREMENTS

- Must be able to lift, push, or pull between 25-50 lbs.
- Work is performed under general office conditions in a retail-banking establishment.
- Willing and able to work required overtime and travel, as necessary.
- Must be flexible and demonstrate the ability to adapt to new job locations and reassignments as directed.
- Must observe safety and security policies and procedures at the branch.