

Job Title: Deposit Operations Specialist

Reports To: SVP / Operations

Job Summary:

The Deposit Operations Specialist will be responsible for assisting our customers' needs in the most resourceful and effective manner possible. This position will primarily handle daily customer requests through both telephone and electronic mail as well as assist with various Deposit Operation projects that arise.

Primary Duties/Responsibilities:

This list includes the current primary responsibilities of this position. It is not intended to be all-inclusive and is subject to change, as needed, for the purpose of operational efficiency.

- Answer the department phone calls and respond to customer inquiries effectively and efficiently.
- Serve as primary contact for all customer requests such as: password reset, account research, third party vendor research, etc.
- Prepare and complete all VISA Check Card orders, normal and rush, for the entire bank.
- Prepare and execute all International Drafts.
- Prepare and maintain all Paycard issuances.
- Prepare all customer notices to be sent daily.
- Handle all Verification of Deposits requests.
- Provide guidance and support to other employees on all deposit operation needs.
- Assist with all daily item processing to include daily returns and duplicate item detection.
- Serve as back up to the lock box position and complete work as necessary.
- Serve as back up for contract origination for Remote Deposit services, ACH/Online Banking services, Lockbox services, etc.
- Assist sales, operations and management with various projects and duties.

Education Requirements:

- High school diploma or equivalent required.

Qualification Requirements:

- Excellent interpersonal and communication skills, both written and oral.

- Ability to work with detailed information in an efficient and accurate manner, while meeting established deadlines.
- Proficient computer skills, particularly in using Microsoft Office Tools, and the bank's current software system.
- Excellent organizational and problem solving skills.
- Motivated individual with the ability to work independently.
- General knowledge of basic banking principles.
- Ability to work well with customers and co-workers.
- Ability to analyze and resolve issues making sound judgments.

Experience Requirements:

- 2-3 years of general banking experience is preferred.

Physical Requirements:

- Normal office activity.
- May require long periods of typing and repetitive motion.