

This position is primarily responsible for quickly and accurately performing daily departmental tasks that support Treasury Management, customer contact staff, Sb clients and that ensure uninterrupted access to our service delivery channels. This position will serve as a back-up to the Operations Specialist and will assist the Systems Support Specialist with technology and systems management.

Performance Dimensions

- Serves as bank expert for all electronic banking transaction platforms
- Assists in the performance of the daily workflow of the item/ image capture process
- Assists the Treasury Management Officer(s) with various projects, monitoring and reporting
- Performs TM client product* set ups and provides ongoing maintenance and client technical support*
- Assists, Treasury Management Officer(s) with new business account set up, provides ongoing account maintenance and client support
- Prepares and maintains TM product/ service* risk assessments, as assigned by the Treasury Management officer(s).
- Maintains tracking logs and client documentation in accordance with regulatory requirement
- Performs daily report review and necessary follow up actions
- Performs Check, ACH, Deposit adjustments
- Completes charge backs of unauthorized transactions
- Reviews and approves daily ACH and External Transfer files
- Completes daily ACH Notices of Change and ACH Returns for originators
- Processes and assists with foreign collection items
- Updates departmental policies and procedures as assigned by Chief Operations Officer
- Performs daily ACH and Check Positive Pay scrubbing, modifications, and client notifications
- Processes approved credit card and debit card orders, performs necessary postings and maintenance, processes payments, and archives system reports; performs debit card tokenization, modifications, and maintenance
- Sends monthly ICS, CDARs and R&T statements
- Posts daily incoming and outgoing Wires Transfers
- Stays abreast of compliance and security requirements and implements processes within the location to ensure regular adherence to time frame and code requirements

****including but not limited to: Online Banking, Bill Payment, ACH Origination, Wire Transfers, External Transfers, Positive Pay, Remote Deposit Capture, Mobile Capture, PIM, etc.****

Teamwork Dimensions

- Demonstrates respect for co-workers, contributes to a positive work environment
- Works collaboratively with the team
- Adheres to established bank policies and procedures
- Demonstrates understanding of, and compliance with, governing regulations and laws
- Maintains a neat and professional personal appearance and work area
- Serves on bank committees as necessary
- Represents the bank at community functions

Required Skills and Experience

Requirements include but are not limited to established knowledge of business deposit products/ services*; item processing; deposit account operations, expertise in account titling and knowledge of business documentation requirements; extensive familiarity with ACH rules and technical business client support; basic accounting, data entry and file maintenance.

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- Bachelor's degree from four-year College or university in finance, accounting, or a related field; or three years related experience and /or training; or equivalent combination of education and experience.
- General understanding of related legal and compliance issues
- Strong organizational and time-management skills with the ability to effectively multi-task
- Excellent verbal and written communication skills including the ability to interpret and explain policies and procedures in a comprehensive manner
- Competence with MS Office products and general office equipment

Position Description

This position has frequent contact with internal customers and external customers, occasional contact with outside vendors and regulators. This position will have frequent access to confidential customer information. This position reports to the Chief Operations Officer.

Work Conditions

Tasks are performed primarily in an office setting and require the ability to sit or stand for prolonged periods of time. Prolonged visual concentration at a computer monitor can be expected. Employee must be able to lift up to 25 pounds on an occasional basis. Full Time employees will generally work 38-40 hours each week. This position is eligible for the Work from Home program.

This description is meant as an overview of the Treasury Management Operations Specialist position and is not intended to describe all tasks which the employee may be asked to perform. Changes may be made to this description at any time at the discretion of the bank. Reasonable accommodations may be made to assist qualified individuals in completing the essential functions of the position.