



Deposit Operations Associate

Department: Deposit Operations
Reports To: Deposit Operations Manager
Supervises: None

Job Description:

The deposit operations associate provides customers, both external and internal, with the highest level of customer service. This position is responsible for the daily processing and maintenance of deposit accounts, ensuring accuracy, efficiency and compliance with bank policies and regulations. The associate will perform various tasks including assisting with customer inquiries, transaction processing for ACH and wires, and implementing treasury services such as positive pay. Hours: Monday-Friday 8:30am-5:30pm.

Primary Job Functions may include:

- Always demonstrates exceptional customer service.
- Answers customer support calls and research customer issues while maintaining the highest level of confidentiality and integrity with regards to customer and company information.
- Processes and/ or approves customer wires.
- Responsible for processing ACH files for various customers.
- Responsible for assisting customers with implementing treasury services including cash management and positive pay.
- Works various deposit operations reports as assigned.
- Serves as the backup for the courier and deposit operation's personnel, as necessary.
- Performs other tasks as assigned.

Minimum Qualifications:

- High school diploma or equivalent.
- Banking experience preferred.
- Computer skills including Microsoft Word, Excel, and other applications.
- Excellent organizational, communication and critical thinking skills.
- Detail oriented.
- Ability to work with or without direct supervision.

Physical Demands/Work Environment Requirements:

Vision, hearing, speech, movements requiring the use of wrists, hands and/or fingers. Moderate time spent standing. May be required to lift up to 50 pounds occasionally. Vision abilities require high level of visual concentration and keyboarding proficiency. There are generally no hazardous or significantly unpleasant conditions present in the location of this position.

Mental Demands:

Learning, thinking, concentration, the ability to interact with others, the ability to exercise self-control, and the ability to work under stressful conditions, particularly in customer and employee relations' situations.

Employees are expected to perform other duties as assigned and directed by management and adhere to all company and compliance policies and procedures, including the Bank Secrecy Act. Job description and duties may be modified when deemed appropriate by management.