



Deposit Operations & Wire Transfer Specialist

Job Classification: Full-Time, Non-Exempt

Reports to: SVP/Deposit Operations Manager

Position Summary

This position's main responsibility will be to process and reconcile wire activity. They will also provide assistance to employees, officers, and other branch personnel via e-mails and phone calls. They will also assist with call center support, research of items in accounts, daily processing of wire transfers, ACH transactions, overdraft, and exception items to include charge-offs, OD Protection (ODP), NSF's and general exception questions, and quality control of new and existing accounts.

Principal Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Process both incoming and outgoing wire transfers in accordance with bank policy and procedures.
2. Handle escalated wire issues and research and defer to management if needed.
3. Perform quarterly reporting to management on Wire Transfer activity
4. Quality control for Business Online services
5. Responsible for research of legal correspondence including levies, garnishments, subpoenas, freezes etc.
6. Provide customer support via call center to customers with online banking, debit card and account inquiries.
7. Responsible for day-to-day support of deposit operational functions including; processing ACH files and working with mobile/RDC deposit transactions, including adjustments and returns.
8. Receive, monitor, and resolve exception items in a timely and accurate manner.
9. Assist bookkeeper with the review of large items, duplicate items, stop payments etc.
10. Handle research requests as needed.
11. Responsible for internal verification. Daily duties assigned to verify accuracy of branch transactions (Stop payments, Cashier's Checks, Account Closing, etc
12. Develop and maintain procedures manual for duties performed
13. Work as a team to support other personnel to ensure all processes and services are completed on time and accurately.
14. Perform all other related duties as assigned.

15. Complies with federal and state regulations and all established bank policies and procedures.

Other Responsibilities

- Support and promote the Bank vision, mission and core values, organizational structure and policies and procedures.
- Must have excellent analysis, observation, and decision-making skills.
- Highly focused, able to rapidly determine key priorities, clearly communicate the priorities and ensure resources are properly aligned.
- Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.
- Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Completes tasks on time or notifies appropriate person with an alternate plan.
- Good interpersonal and communication skills, verbal and written.
- Ability to work under high pressure situations and a stressful atmosphere and remain composed.
- Consistently at work and on time; ensures work responsibilities are covered when absent.
- Possess a positive and professional attitude.
- Other duties as assigned.

Education and Experience Requirements

- High school diploma or general education degree (GED);
- Two (2) years of deposit operations banking experience preferred
- Two (2) years of wire transfer experience preferred
- Proficient in Microsoft applications
- Ability to perform mathematical calculations quickly and accurately.