

Job Title: Deposit Operations

Reports To: Deposit Operations Manager

Job Summary:

Responsible for completing daily lockbox duties; routine customer service; maintain new lock box customer/internal files. Also responsible for preparing and maintaining customer/internal files, set up and maintenance to treasury products, account document and contract preparation. This position will assist the sales/operations staff with new and current customer set up and service. This position requires a high degree of concentration, attention to detail, speed and accuracy.

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.

- Open and process customer payments on a daily basis.
- Scan and maintain all lock box items on our online system.
- Respond to lockbox customer issues effectively and efficiently.
- Set up of new lockbox customers.
- Maintain lockbox training manual, adding and removing information when necessary.
- Prepare and maintain commercial account documents.
- Prepare and maintain all contracts for spectrum of treasury/deposit products.
- Complete routine reporting and system maintenance.
- Complete back office set up of all treasury products maintained in house.
- Complete daily and monthly reporting.
- 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.