

Job Description – Operations Associate

Position title:	Deposit Operations Associate
Exempt Status:	Non-Exempt (hourly), full-time position
Reports to:	Deposit Ops Manager

The Deposit Operations Associate has primary responsibility for supporting the directives of the Deposit Operations Manager to provide technical and customer support to the bank and its clients at a high level in regard to all deposit products and related services.

- Responsible for answering incoming phone calls and responding to those as necessary, answering questions, performing account maintenance, processing transfers, quoting rates/products, and assisting customers as needed.
- Responsible for processing of incoming and outgoing wires (domestic and international) within policy parameters.
- Responsible for scanning of loan and deposit documents into the bank's imaging system, to include proper indexing and exception management.
- Expected to review reports, transactions and systems to help manage risk in the bank's deposit portfolio.
- Expected to assist with data analysis necessary to maintain a clean database of accounts, cards, access rights, etc.
- Responsible for review of prior day work, exceptions, maintenance, etc as assigned by the department manager.
- Responsible for accurate monetary transaction postings within policy parameters.
- Expected to participate in all department and staff meetings to ensure a comprehensive view of deposit operations.

Many duties will be customer-needs driven, requiring prioritization of duties and attention to detail. Additional requirements include: ability to multi-task, strong verbal and written communication skills, sound judgement and decision making ability, and solid PC skills.

The duties noted above are not intended to be comprehensive and may change at any time if it is in the best interests of the bank as determined by the Deposit Operations Manager.