



## DEPOSIT OPERATIONS SPECIALIST

This is your chance to join Fleetwood Bank, the only independent community bank headquartered in Berks County. We have an exciting opportunity for a Deposit Operations Specialist. We are looking for a team player that will provide outstanding customer service, coordinating work within the department, as well as with other departments.

Location is Fleetwood, PA. Monday through Friday 8:00am – 5:00pm

### Responsibilities:

- Reviews and processes debit card maintenance requests.
- Reviews and processes ACH and debit card disputes including, but not limited to, issuing provisional credit, sending customer letters, and contacting customers.
- Monitors daily reports related to ATM/Debit Card issues, exceptions, disputes, and fraud.
- Handles card issues, card compromises, and card reissues.
- Completes the workflow process from operations and retail staff regarding card orders, death notifications, travel notes, fraud, and other concerns.
- Completes Next Day Balancing function and researches issues.
- Assists with new enrollments for Internet Banking, Bill Pay, and Telephone Banking; sets up new accounts on system; completes user changes; resets passwords as necessary; owns and responds to online and secure messaging.
- Assists the department in various internal and external Cash Management operations and support functions, including daily review of Remote Deposit Capture and Mobile Banking checks/batches.
- Assists with troubleshooting electronic banking and cash management applications.
- Assists with answering phone calls into the Bank's primary customer support line, and provides outstanding customer service to internal and external customers.
- Assists with Item Processing review, issues, and customer notifications when necessary.
- May serve on and/or assist with projects and software or application upgrades when applicable.
- Performs audit reviews and reconciliations of various Deposit Administration services.
- Responds to research requests for customers that involve retrieving statements, deposit and check copies, or other research.
- Assists in training Bank staff on bank products and services.
- Maintains a thorough knowledge of the features and benefits of all Bank products and services in order to ascertain customer needs and to support in conjunction with these needs.

### Qualifications

- High School Diploma or equivalent
- A minimum of 2 years banking experience 5 years preferred
- PC Skills including Microsoft Word, Excel, Outlook and Internet Explorer