



## DEPOSIT OPERATIONS SPECIALIST

**Fleetwood Bank**, the only independent community bank headquartered in Berks County, is currently seeking a **Deposit Operations Specialist**.

The ideal candidate will be self-motivated, have a strong work ethic and be a solid team player with experience in ACH, Wire, Mobile Banking and Remote Deposit Capture. Ideally someone with teller, electronic banking or personal banking preferred.

### **Responsibilities:**

1. Performs various duties to support the Electronic Services area of which the following are illustrative:

- a) Reviews and processes debit card maintenance requests.
- b) Reviews and processes ACH and debit card disputes including, but not limited to, issuing provisional credit, sending customer letters, and contacting customers.
- c) Monitors daily reports related to ATM/Debit Card issues, exceptions, disputes, and fraud.
- d) Handles card issues, card compromises, and card reissues.
- e) Completes the workflow process from operations and retail staff regarding card orders, death notifications, travel notes, fraud, and other concerns.
- f) Completes Next Day Balancing function and researches issues.
- g) 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.
- h) 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.
- i) Assists with troubleshooting electronic banking and cash management applications.
- j) Assists with answering phone calls into the Bank's primary customer support line, and provides outstanding customer service to internal and external customers.
- k) Assists with Item Processing review, issues, and customer notifications when necessary.
- l) May serve on and/or assist with projects and software or application upgrades when applicable.
- m) Performs audit reviews and reconciliations of various Deposit Administration services.
- n) Responds to research requests for customers that involve retrieving statements,

deposit and check copies, or other research.

o) Assists in training Bank staff on bank products and services.

p) 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.

q) Coordinates specific work tasks with other personnel within the department as well as with other departments in order to ensure the smooth and efficient flow of information.

r) Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of harassment and other forms of illegal discriminatory behavior in the work place.

s) Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements, e.g. Community Reinvestment Act (CRA), Bank Secrecy Act (BSA), Equal Credit Opportunity Act, etc.

t) Reports pertinent information to the immediate supervisor as requested, or according to an established schedule; compiles information as necessary or as directed and provides data to appropriate Bank personnel.

u) Responds to inquiries relating to his/her particular area, or to requests from customers, other Bank personnel, etc., within given time frames and within established policy.

**Requirements:**

**Education/Training:** A high school diploma or equivalent; specialized related banking education and training.

**Skill(s):** Proficient reading, writing, grammar, and mathematics skills; proficient interpersonal relations and communicative skills; proficient computer skills; thorough knowledge of electronic banking functions and processes; visual and auditory skills.

**Experience:** A minimum of two (2) years' related experience normally required.

We also offer a variety of benefits such as medical, dental, vision, life/ad&d, and long-term disability insurances; 401(k) with company match; paid holidays; and a generous paid time off plan.

Fleetwood Bank is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other characteristic protected by law.

Job Type: Full-time

Pay: From \$20.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible schedule
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Referral program
- Tuition reimbursement
- Vision insurance

Experience level:

- 3 years

Physical setting:

- Office

Schedule:

- 8 hour shift
- Monday to Friday

Education:

- High school or equivalent (Preferred)

Experience:

- Banking: 2 years (Required)
- Customer Service: 1 year (Preferred)

Work Location: In person