



POSITION DESCRIPTION

Position Title:	Deposit Operations Support I	Hours:	40 hours (Mon-Fri)
Reports To:	Deposit Operations Manager	FLSA Status:	Non-Exempt
Department:	Deposit Operations – Downtown Tacoma		

SALARY RANGE

The hourly range for this role is \$22.00 - \$30.00, and the pay rate for the successful applicant will be determined based on a variety of non-discriminatory factors which may include, but is not limited to, job-related knowledge, skills, location, and experience. Specific roles may be eligible for performance-based incentive compensation, bonus, and/or equity awards.

POSITION SUMMARY

The Deposit Operations Support I ensures that daily back-office processes are performed timely and accurately to maintain Commencement Bank's objectives and desired level of client satisfaction. Managing deadlines and multitasking are paramount to the success of this position. In addition, other duties related to the operation of the Bank may be assigned as needed. The department embraces and practices the Bank's core values: Dedication, Teamwork, Integrity, and Respect and supports an environment of diversity, equality, and inclusion within all aspects of the organization.

The Deposit Operations Support I role is an entry-level role into back-office support. A Deposit Operations Support I will primarily provide support to internal customers related to back-office tasks, responsibilities, and daily deposit activities including, but not limited to: error resolution, account maintenance, and account research. This position is expected to maintain compliance with all bank policies while participating in regular operational reviews and certifications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, as applicable
- Follow all BSA/AML/OFAC guidelines and complete annual training as assigned
- Process incoming and outgoing cash letter returns and adjustments
- Process incoming and outgoing ACH returns
- Process unposted and rejected items
- Print, stuff and mail statements and notices
- Review and manage the inactive/dormant accounts
- Completes Regulation E and fraud claims within timelines allowed
- Perform account maintenance and postings
- Manage returned mail for the Bank
- Process/Approve outgoing and incoming wires
- Perform daily and monthly settlement of external sweep product
- Perform daily and monthly reconciliations
- Review of large items for endorsement and encoding accuracy
- Assist in processing of alerts generated by our fraud system or Visa breach notification
- Perform debit card limit changes, maintenance, and troubleshooting

- Take initiative in personal development plan to grow job specific skills and proficiencies
- Perform other duties as assigned

REQUIRED SKILLS

- A self-starter with initiative and desire to learn
- Works under limited supervision and exercises good judgement within guidelines
- Detail oriented with strong skills in prioritizing
- Ability to analyze, evaluate and resolve operations related problems and issues and aid in ensuring the efficiency and effectiveness of ongoing operations
- Ability to work collaboratively within a team and with other bank departments to reach mutual goals
- Ability to communicate clearly, effectively, and professionally with internal departments, both verbally and in writing
- Ability to learn and follow written procedures
- Ability to use or learn Teams, SharePoint, Word, Excel, and Outlook
- Ability to adapt to changing situations and interruptions
- Ability to work unrelated processes simultaneously
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions

WORK ENVIRONMENT

- Must be able to remain in a stationary position for long periods
- Must be able to effectively communicate and exchange accurate information
- Must be able to work in a cubicle environment with low to moderate noise levels and with frequent employee/customer contact and interruptions during the day

QUALIFICATIONS

- Minimum one year's experience working in a financial institution
- High school graduate or GED required

BENEFITS INFORMATION

Commencement Bank strongly believes in the importance of investing in the health and welfare of its employees and their families. To extend our gratitude for the time and services they provide to our clients and communities, Commencement offers an exciting total rewards package including base salary and a comprehensive package of benefits.

Benefit eligibility begins the first day of the month following the date of hire for employees who are regularly scheduled to work at least 20 hours weekly. Eligible employees will receive benefit options including:

- comprehensive and competitive paid healthcare coverage (medical, dental, and vision) with discounted premiums for dependents
- 401(k)-retirement savings plan with employer match
- employee stock purchase program
- employee assistance program (EAP)
- life insurance
- long-term disability insurance
- flexible spending account
- voluntary benefit options
- tuition reimbursement
- paid parking
- vacation time and a personal float day
- vacation purchase option
- paid time off for illness, volunteerism, and holidays
- logo wear allowance
- employee appreciation activities

Job description may change at any time.