



## POSITION DESCRIPTION

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|------------------------|--|---------------------|----------|
| <b>Position Title:</b> | Deposit Operations Manager             | <b>Hours:</b>       | 40 Hours |
| <b>Reports To:</b>     | SVP of Operations &<br>Cash Management | <b>FLSA Status:</b> | Exempt   |
| <b>Department:</b>     | Deposit Operations                     |                     |          |

## POSITION SUMMARY:

The Deposit Operations Manager is responsible for the management, coordination, and direction of daily processing activities in deposit operations, wire operations, and future banking as a service (BaaS)/fintech relationships. This person will manage deposit operations personnel, oversee daily bank operations, and manage and perform the processes required to support BaaS/fintech relationships. The Deposit Operations Manager will also engage in internal audits and regulatory examinations, as needed. Commencement employees embrace and practice the Bank's core values: Dedication, Teamwork, Integrity, and Respect and support an environment of diversity, equality, and inclusion within all aspects of the organization.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain and adhere to all Bank policies, procedures, and compliance guidelines, including BSA/AML
- Possess a working knowledge of all deposit related regulatory compliance, operational policies, and procedures. Ensure that appropriate internal controls are maintained and that all necessary deposit regulations are implemented.
- Develop and execute a certification plan to confirm compliance in all areas and in conjunction with the compliance and retail departments
- Coordinate with staff, internal auditors, and/or examiners during audits and examinations. Organize responses to audit report findings/exceptions.
- Participate in fintech and bank product implementations, including testing and training
- Develop and maintain ethical and professional relationships with key vendors and fintech partners to obtain additional value for the organization
- Perform department verifications, reconciliations, reporting, and year-end tax preparation
- Manage, coordinate, and provide guidance in daily tasks for each area of the bank
- Coach and manage staff to meet deadlines and department standards of service
- Manage and initiate support calls with third party service providers
- Act as administrator on assigned applications and portals
- Aid in disaster recovery and business continuity planning and testing for the department
- Interview, hire, and conduct staff performance reviews

- Exercise an appropriate level of courtesy, tact, and professional communications in dealing with others
- Troubleshoot and resolve issues in the department and within the fintech files
- Reconcile daily fintech files, manage and format the ACH files as necessary
- Complete and/or manage vendor/fintech invoicing
- Attend training, conferences and meetings as needed
- Perform other duties as assigned

#### **REQUIRED SKILLS**

- Strong communication skills with ability to communicate with management, staff, and vendors/fintech partners - both written and verbally. Ability to build lasting relationships.
- Demonstrated ability to work in a team environment with strong leadership skills
- Ability to be flexible, adaptable, and comfortable navigating ambiguous situations
- Ability to resolve problems with minimal guidance and make escalation decisions
- Proficiency in Word, Excel, Adobe, Microsoft Teams and SharePoint
- Ability to manage multiple tasks/projects and deadlines simultaneously and successfully
- Attention to detail and accuracy a must
- Ability to maintain an attitude that is cooperative and professional

#### **DESIRED SKILLS**

- Proficiency in reconciling general ledger accounts
- Understanding of all products and services offered
- Experience in ACH file formatting (or ability to learn)
- Experience in relationship management (client or vendor relationship)

#### **WORK ENVIRONMENT**

- Must be able to remain stationary for extended periods of time
- Must be able to effectively and frequently communicate and exchange accurate information using the telephone or computer
- Must be able to position self to move up to 20 pounds
- Must be able to work in an environment with moderate noise levels and frequent employee/customer contacts and interruptions during the day

#### **QUALIFICATIONS**

- High school graduate or GED required
- 3+ years in banking or fintech with strong operational or accounting background

**This job description is subject to change at any time.**