



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		

POSITION SUMMARY

The Deposit Operations Support I ensures that daily back-office processes are performed timely and accurately in order to maintain Commencement Bank's objectives and desired level of customer satisfaction. Managing deadlines and multitasking are paramount to the success of this position as well as a willingness to assist with projects as needed. 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.

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
- Assist with the updating and management of department processes and procedures
- 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
- Complete Regulation E and fraud claims within timelines allowed
- Review and manage the inactive/dormant accounts
- Perform address changes and other account maintenance
- Manage returned mail for the Bank
- Process incoming and outgoing wires
- Perform daily and monthly settlement of external sweep product
- Review of large items for endorsement and encoding accuracy
- Assist in processing of alerts generated by our fraud system or Visa breach notification
- Perform new debit card orders, limit changes and maintenance
- Initiate IOLTA/IRETA remittances monthly
- Assist with testing of new upgrades to the current core software
- Take initiative in personal development plan to grow job specific skills and proficiencies
- Perform other duties as assigned

REQUIRED SKILLS

- Minimum one year's experience working in a financial institution
- 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 moderate noise levels and with frequent employee/customer contact and interruptions during the day

QUALIFICATIONS

- High school graduate or GED required

Job description may change at any time.