

STATE BANK
Operations Representative
Job Description



Division / Department: Operations		
Location: Wedge		
Job Title: Operations Representative		
Reports to: AVP & IT/Operations Manager		
<u>Level/Grade</u>	<u>Type of Position</u>	<u>Hours per week</u>
Staff	Full-time	37.50 – non-exempt

General Description

The Operations Representative is responsible for supporting the backroom operations of the Bank; including but not limited to Item Processing, Maintenance Review, Retail and Business Online Banking, Debit Cards, Mobile Banking, Mobile Deposits, and Texting Banking. Excellent customer service skills and attention to detail are required. The Operations Representative will also assist IT/Operations Manager as needed.

Position Duties:

- Handling customer phone calls
- Supporting internal staff
- Handling of NSF and Return items
- ACH file originations
- Wire transfer verification and approval
- Printing and distribution of notices/statements
- Shazam Daily entries input
- Shazam GL balancing
- Interest rate changes on Precision
- Balancing and transmitting of daily over the counter teller work to Fiserv
- Balance Bank GL's-teller drawer verification
- Keep all debit card maintenance up to date
- Balance cash items
- Verify account maintenance
- Verify proof maintenance
- Mobile Deposit-Enrollments
- Mobile Deposit image verification
- ITM Deposit image verification
- Verify new account documentation
- Business Online Setup

- Follow BSA policies and procedures as applicable to job functions
- Contact Operations vendors for support if needed
- May perform other duties as assigned

Education Requirements

- Demonstrated analytical, decision-making, and effective problem solving skills.
- Must be competent in the use of personal computer systems, internet applications and electronic mail, and various windows based software applications to include, but not limited to, banking application, word processing, and spreadsheet software.
- Prior banking operation experience preferred.
- Honor State Bank philosophies, policies and expectations regarding core values, customer service, human resource policies and code of conduct and ethics.
- Demonstrate acceptable personal financial responsibility and be bondable.
- High School Diploma or GED.

Physical Requirements

- Extensive reading and computer use is expected more than 50% of the time. Receiving detailed information verbally, in person and by telephone is essential.
- Physical and mental ability to perform the essential functions of the job as listed.
- Able to regularly stand or sit for prolonged periods of time.
- Able to verbally communicate effectively with others.
- Regular attendance is necessary and essential to this position.

This position reports directly to the IT/Operations Manager.