

**Position Title: Deposit Operations Specialist**

**Department: Deposit Operations**

**Reports to: Assistant Vice President – Deposit Operations**

---

### **Position Summary**

Operates as a member of the bank Deposit Operations team, providing support in the areas of customer service, operations and bookkeeping for both internal and external customers. This position is a blend of rotating day to day duties, primary areas of responsibilities and special project work and interacts frequently with all other areas of the bank as well as the bank's customers.

---

### **Education and Experience**

High School diploma or equivalent and a minimum of 1 year of banking experience necessary. Working knowledge of bank operations, bookkeeping, products and flow of work strongly desired.

---

### **Essential Job Functions**

1. Resolve Non-Post and Overdrafts on a rotating basis.
2. Perform File Maintenance and Balancing on a rotating basis
3. Serve as primary contact for ACH, Debit Cards, Remote Deposit Capture, Personal and Business Online Banking, Bill Pay, Mobile Banking, Wire Transfers, Stop Payments, System Maintenance, and Document Scanning
4. Answer phone calls and provide support to internal and external customers
5. Investigate and analyze problems and/or situations with a high degree of attention to detail
6. Provide secondary support to other Deposit Operations Specialists as needed
7. Provide input for process improvements to minimize errors and increase efficiency
8. Ensure regulatory compliance in primary areas of responsibility
9. Create, review and update documentation on an ongoing basis
10. Comply with all state and federal regulatory requirements including but not limited to Bank Secrecy Act (BSA/AML)
11. Perform special projects and other duties as assigned.

---

### **Knowledge, Skills, and Abilities**

1. Knowledge of products and services the bank offers
2. Knowledge of Microsoft Office products: Word, Excel, Outlook, PowerPoint, and Access
3. Ability to work independently and as part of a team
4. Ability to embrace changes within the job as new products, software, and services are introduced
5. Ability to complete tasks with a high degree of accuracy and attention to detail
6. Ability to sit behind a desk for extended periods of time
7. Skill in communicating effectively with internal and external customers
8. Skill in providing exceptional customer service
9. Skill in operating a computer system and other technological office equipment

Equal Opportunity Employer F/M/D/V

Interested candidates or referrals should email resumes and references to:

[HR@oostburgbank.com](mailto:HR@oostburgbank.com)