

Bank Operations Specialist

Under the general direction of the Bank Operations Manager, the position of Bank Operations Specialist is responsible for a variety of regular and recurring moderately to highly complex operational and accounting functions to support bank operations. Provide coverage for Wire and ACH processing, oversee the bank's IRA portfolio, Exception Item Processing, EFT Error & Fraud Mitigation, Escheatment process, EOY tax notice coordination and processing of levy, garnishment, and subpoenas for the bank. Additionally this position is responsible for covering all areas of operations and provides back up for systems administration including BPM, Precision and Cognos reporting. Provide backup for branch coverage and reception as needed. Complies with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

Hours for this position may vary between 32 hours (four days per week) or 40 hours (five days per week) depending on coverage needs. Full benefits apply.

Essential duties

- Handles NSF/Exception Item Processing, Wire Origination, ACH Origination, GL/Bancontrol Reconciliation, Certifications, EFT Fraud Reviews, Foreign Item processing, Dormant check handling, Check Adjustments, Returned Items, Large Item Review, IOLTA/IRETA remittance, Research Requests and other duties as needed.
- Provide support to branch staff; point of contact for escalation of operational issues.
- Perform surprise cash audits and branch coverage as needed. May perform fraud and kite suspect monitoring.
- Manage the bank's IRA portfolio including ensuring proper tax reporting for customer transactions and EOY notices. Provide support to banking center staff and act as point of escalation for all IRA issues. Provide IRA training and ensures satisfactory or higher IRA audit ratings.
- May manage enterprise-wide escheatment for the bank. Ensure compliance with all applicable rules and regulations.
- Process EFT disputes, provide debit card support to branch staff, and perform card maintenance. Ensure satisfactory or higher Reg E audit results.
- Levy, Garnishment and Subpoena processing.
- May draft new procedures and provide updates to existing procedures as needed for the purpose of streamlining operational functions.
- Support HSA new account opening and maintenance processes.
- Provides backup coverage for daily CD Interest Check issuance and proactively resolves issues relating to errors.
- Responsible for special projects as needed.
- Responsible for training in all areas of operations and provides backup for all areas of operations ensuring coverage as needed.
- Provides back up support for system administration; provide branch support for BPM, Precision, Cognos and Integrated Teller.
- Provides back up Internet Banking and Treasury Management administrative support.
- Provide periodic back up support for Reception as needed. May provide back up for interest rate changes.
- Ensures compliance with all Bank policies and procedures, as well as applicable state and federal banking regulations including but not limited to: BSA and OFAC requirements, Regulation E, Regulation GG, and ACH Rules.
- Provides effective customer service and assists in resolving problems within given authority.
- Demonstrates knowledge of and adherence to EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes working environment free of harassment of any type; builds a diverse workforce and supports affirmative action.

- Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.
- Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.
- Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.

Secondary duties

The position of Bank Operations Specialist performs duties specific to the position and other functions as assigned.

Supervisory requirements

- The position of Bank Operations Specialist is not responsible for the supervision of any employees.

Environment and physical activity

- The incumbent is in a non-confined office type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.
- The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 20 pounds), carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.
- The incumbent for this position may operate any or all of the following: telephone, copy and fax machines, scanner and image systems, personal computer and related printers, or other equipment as directed.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mental demands

- The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks, and constant interruptions.

Minimum requirements

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Three to five years successful experience working in a centralized operations or branch environment; BPM experience helpful.
- Ability to effectively troubleshoot problems and take a proactive approach in issue resolution.
- Excellent written and verbal communication and presentation skills.
- Ability to respond effectively to inquiries from internal team members and customers and demonstration of excellence in customer service at all times.
- Working knowledge of word processing, spreadsheet and database software programs desired.

- Ability to work effectively in a team environment as well as accomplish work assignments under minimal supervision and tight schedules.
- Well-developed analytical and troubleshooting skills.
- Strong initiative and sense of urgency in tackling new projects and proven ability to successfully and consistently execute sound judgment.
- Ability to meet bonding requirements for employment purposes.

Seattle Bank is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to status as a protected veteran or a qualified individual with a disability, or other protected status, such as race, religion, color, national origin, sex, age.

Offers of employment are subject to successfully passing credit and criminal background check.