

Community Bank Mankato

Job Description

Position: Deposit Operations Assistant
Status: Non - Exempt

Department: Deposit Operations
Date Revised: February 2018

General Purpose (Summary of Responsibilities)

Community Bank Mankato is a family owned and operated financial center dedicated to satisfying the needs of its customers and employees in a warm and friendly atmosphere while ensuring an adequate return to provide for growth and financial stability. The purpose of this position, and all positions, is to respond to the client needs with quality service in a timely fashion consistent with the dictates of the banking Codes and all applicable laws and regulations.

Under the direction of the Operations Department incumbent is responsible to support various bookkeeping, operations, and customer service functions within the bank. A large portion of these functions are comprised of bookkeeping duties such as data entry, statement reconciliation etc.

Essential Functions and Primary Duties of Position:

Bookkeeping Responsibilities – 50%

- Responsible for supporting many of the accounting functions of the bank. This will include reconciliation of bank accounts.
- This position will process many of the check functions of the bank. This may include such items as adjustments, reject processing, and returned items. This person will assure that such items are in balance, and will reconcile entries and make any necessary corrections.
- Responsible for reviewing and processing Debit Card Charge Back's.
- Reconcile in-house bank statements.
- Processing and printing all bank statements, letters, and notices.
- Processing and supporting Internet Banking reports and customers.
- Processing all incoming and outgoing wire transactions.
- Assisting with employee computer and core system login resets/unlocks.
- Document filing and shredding.

Daily Procedures - 35%

- Process and balance all transactions.
- Process Fed Fund entries
- Review Mobile Deposits.
- Process Remote Deposit Capture files.
- Maintenance and review Recurring Transfers and Transfer/Sweeps.
- Balance Teller Cash
- Process NSF's, Non-posts, and Chargebacks.
- Prepare and process the all check adjustments.
- Research transactions, statements, errors, and software issues for bank employee requests.

Customer Service – 10%

- Assist customers with problems or questions concerning their accounts ie. Balance inquiries, statement requests, etc.

Other – 5%

- Verify closed accounts.
- As part of the overall team of bank employees, this position may be requested to assist in the support of other bank activities.

Competencies

- **Adaptability:** able to adjust quickly to different work situations and remain composed under pressure and in stressful situations.
- **Customer Orientation:** recognize and respond sensitively to the needs and priorities of the customer and take appropriate action to meet their needs, establish an effectively working relationship with customers to gain their respect and loyalty.
- **Attention to Detail:** regard for important details to assure accuracy in every transaction performed, detect errors, and follow through on corrections and details.
- **Oral/Written Communication Skills:** ability to express thoughts and ideas in a clear and concise manner both orally and in written form to a variety of audiences.
- **Professionalism:** project a positive image of the bank to all internal and external customers.
- **Time Management:** ability to effectively manage one's time to complete work according to established deadlines. The ability to prioritize tasks to make the best use of time for high priority tasks.

Education, Experience, and Skills Required:

1. High School diploma or GED equivalent required.
2. Previous bookkeeping experience preferred.
3. Computer literate and the ability to learn and adapt to a variety of software programs.
4. Ability to deal effectively with the public and the firm clientele.
5. Ability to regularly empathize with clients and employees using tact, self-confidence, and common courtesy.

Personal Characteristics:

1. Well-developed interpersonal skills. Ability to get along well with diverse personalities; tactful, mature and flexible.
2. Works with confidential client matters; requires ability to keep matters confidential.
3. Professional appearance: Grooming and dress consistent with tasks to be performed and in keeping with desired high firm image.
4. Prompt arrival and regular attendance at work.
5. Pleasant and cooperative attitude with co-workers.

Working Conditions:

1. Consistent with the nature of given projects, job may require long periods of standing while copying or assembly should he/she be asked to assist.
2. Normal working conditions would not warrant the lifting of more than 20 pounds.
3. Due to the need for electrical outlets and the need for computer, printer, or telephone hook-up, incumbent may be required to stoop beneath the desk or counters.

4. Position requires approximately 65% sitting, 25% standing, and 10% walking. Position is primarily sedentary; however, as stated above, there may be minimal lifting of up to 20 pounds.
5. The ability to communicate effectively and close visual acuity is required. Position requires repeated use of fingers, hands, and wrists when using keyboard and writing.
6. Occasional periods of concentration requiring attention to detail; frequent opportunity for diversification of tasks with periodic relief.

Safety Hazards of the Job:

Minimal hazards. General office working conditions.

This job description does not list all of the duties of the job. Incumbent may be asked by Supervisor or other management to perform other functions and duties. He/she will be evaluated in part based upon incumbents performance of the tasks listed in this job description.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either the incumbent or the employer may terminate employment at any time, and for any reason.

Incumbent:

I have reviewed the above job description and analysis and understand the requirements of this position.

Please check one:

_____ I would be capable of performing all of the requirements of this job.

_____ I would be capable of performing the requirements of this job if an accommodation were made. (If you check this area, please list the accommodation required.)

_____ I would not be capable of performing one or more of the requirements on this job, with or without accommodation. (If you checked this area, please list the job tasks that you cannot perform, with or without accommodation.)

Signature of Incumbent _____

Supervisor _____

Date: _____