## Operations Specialist - Core Processing

## Provide support to the daily operations of the bank by performing daily transaction processing functions and assisting with customer support. Processing to include both paper and electronic transactions received via all delivery modes.

## Principal Job Duties and Responsibilities

## Provide customer service support to branch staff by assisting with customer requests/questions and research.

1. Develop familiarity with rules & regulations pertaining to transaction processing via all delivery modes offered by the bank, as well as general banking rules. Assist bank staff in fully complying with said rules.

## Ensure the coordination and prompt completion of the branch proof process on a daily basis.

## Transaction processing for all branch locations, as assigned, in the areas of ACH, Wires, Merchant Capture, Remote Deposit Capture, check processing, and the end of day processing function.

## Assist with the exception item and return process for the branch.

## Daily report reviews, as assigned, to ensure ongoing system integrity.

1. Follow defined bank processes and assist in the development of processes in progress within areas of responsibility.

## Assist with related projects, as assigned.

1. Document processing for all branch locations, as assigned, including account boarding/maintenance to the core processing system and image archive system.

## Account reconciliation, as assigned.

## May seek product sales and cross selling opportunities and referrals.

## Position Qualifications:

## Minimum educational and experience requirements: Associates or Bachelors Degree or one to two years’ related experience and/or training; or equivalent combination of education

## Additional knowledge, skills and abilities:

## Excellent communication and customer service skills.

## Possess the ability to work effectively in both a team atmosphere and independently.

## Detail and deadline oriented.

## Proven performance in problem solving

## Working knowledge of accounting principles, banking principles, and bank reporting requirements

## Proficient in Micro Soft Office programs and Outlook

## Software experience for Fiserv Precision/Director, helpful.

## Experience with IRA/HSA servicing a plus.

## Licensure or certification: Professional ACH Certification beneficial but not required.

## Supervisory skills (if applicable): none

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