



## Operations Associate I

**DEPT./LOCATION:** Operations

**REPORTS TO:** Operations Supervisor

**CLASSIFICATION:** Non-Exempt/Full-Time

### **Position Summary:**

The Bank Operations Associate I is responsible for providing customer service support to all internal and external customers of the River Bank Operations Department. This position is responsible for processing and balancing activities, including data entry to facilitate daily operations, initiating and processing wire requests, processing exemption items and monitoring account reconciliations.

### **Duties and Responsibilities:**

1. Responsible for image system reject keying, balancing and posting.
2. Post ACH, ATM, Bankers Bank Tickets, Voice Response, Mobile Deposit, Merchant Capture and Inclearings files to applicable accounts.
3. Assist internal and external customers with debit card ordering, processing and inquiries.
4. Act as a resource and provide support to customers for internet banking.
5. Conduct account research (Fiche, Film, Optical, Director) in order to facilitate customer requests.
6. Process overdrafts and chargeback/return cash letters.
7. Process dormant accounts as needed.
8. Responsible for entering outgoing wires and posting incoming wires.
9. Process mail, print and stuff notices and statements for customers.
10. Scan and index loan files, Banker's Bank and Deposit items into Director.
11. Responsible for maintaining notices, record retention and removal, problem logs and backup files.
12. Assist internal and external customers in addressing any questions, comments and/or concerns via telephone support.
13. Other duties as assigned.

### **Desired Knowledge, Skills and Abilities:**

1. Excellent verbal and written communication skills.
2. Ability to organize and prioritize work load.
3. Excellent computer skills.
4. Ability to problem solve independently and work well under pressure.
5. Prior customer service and banking experience.



**Position Requirements:**

1. High School diploma or GED.
2. Prior customer service experience.

**Work Environment/Physical Demands:**

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 50 pounds of office supplies and/or documents throughout work shift.

**Acknowledgement:**

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job, and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by Management. All requirements are subject to change over time, within Management's sole discretion, and to possible modification to reasonably accommodate individuals with a disability.

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Print Name

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Signature

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Date