

Deposit Operations Specialist



Gulf Coast Business Bank
Fort Myers, FL

Send Resume to: omcintosh@gcbbswfl.com

Job description

Experienced professional that is well versed in Bank and branch operations policies and procedures. Candidate for this role must be able to perform exemplary service to the bank's customers and fellow employees.

Primary duties include but not limited to:

- Process overdrafts and return items. • Return on us items: create IRD's • Process Incoming returns on JHA. • Balance and verify ACH, Positive Pay, Wire Transfer transactions. • Scan, Update, and maintain various files into Synergy. • Balance Bill Pay transactions • Print and mail daily notices • Manage cash shipment for branch(es). • Review Suspended Mobile Deposits. • Manage and process all inbound and outbound ACH Returns and NOCs. • Online Banking support and staff training. • ACH origination support for customers. • ATM/Debit Card duties such as comp cards, fraud disputes, and maintenance. • Wire transfer processing - foreign & domestic. • File maintenance review. • Cash management support and training. • Manage Bank's returned mail. • Remote Capture administration - setup & support customer calls with officers for Remote Capture. • Perform new product testing. • Safe deposit box balancing & past due notices. • Set up Cash Management for customers • Comply with levies, garnishments, and estate searches regarding customer accounts. • Perform various branch reviews. • Answer online banking and Banno questions that are received via email. • Fulfill other period job related duties which are assigned by management and not already part of this job description. • Compliance with all bank policies, regulations, and laws applicable to carrying out duties and responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Skills Needed

Knowledge and experience with operating a computer, calculator, and other general office equipment.

Excellent social and communication skills

Use professional and clear verbal communication skills. High quality writing skills, using accurate word usage, grammar, spelling, and punctuation in all written correspondence. Ability to add, subtract, multiply, and divide, using whole numbers, and decimals. Ability to compute rate, ratio, and percent. Use professional phone etiquette, including tone and volume of voice.

Mental Effort Needed

Ability to multi-task, work in a fast paced, changing environment and maintain a commitment to accuracy and timeliness. Ability to follow policies, procedures, and written instructions, as well as verbal instructions or directions from his/her supervisor. Ability to maintain confidentiality.

Ability to get along well with coworkers and to work as part of Gulf Coast Business Bank's team, working towards the Bank's goals set forth by its' Board of Directors.

Physical Effort Needed

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. Regular, timely attendance during assigned work hours. Normal physical strength to handle routine office materials and tools. Normal dexterity of hands and fingers. Occasional lifting and transporting up to 25 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Desired Education, Training, and/or Experience

High school diploma or equivalent required