

**VERABANK
JOB DESCRIPTION**

JOB TITLE: Deposit Operations Clerk

DEPARTMENT: Deposit Operations/Stop Payment Clerk

INCUMBENT: _____

SUPERVISOR: Deposit Operations Supervisor

FLSA STATUS: Non-Exempt

DATE: January 5, 2021

JOB PURPOSE

Responsible for accurately and efficiently processing deposit operation functions for the bank to ensure we are in compliance with federal regulation.

DUTIES AND RESPONSIBILITIES

1. Take call in, email and electronically entered requests for stop payments from customers and branch staff
2. Review stop payments received daily to ensure stop payment are applied correctly.
3. Work stop payment and stop suspect report daily.
4. Process/research subpoenas, levies and garnishments.
5. Process customer requests for research.
6. Scan safe deposit box documents into the document imaging system.
7. Assists with responding to customer or bank personnel inquiries and helps resolve problems with customer's accounts.
8. Cross train for other duties within the deposit operations function as back up support.
9. Review daily reports assigned to this job function.
10. Cross train for other job functions as back up as needed in the department.
11. Assists with responding to customer or bank personnel inquiries and helps resolve problems with customer's accounts.
12. Responsible for referral and cross-sell of bank products and services.

CONTACTS

Daily contact with supervisor, bank personnel and customers.

SPECIFIC REQUIREMENTS

1. High school diploma or equivalent experience.
2. Excellent oral and written communication skills.

3. Excellent customer service skills.
4. Detail oriented.
5. Knowledge of personal computer and related word processing and spreadsheet software.

PREFERRED REQUIREMENTS

1. One-year experience in a call center environment/function.
2. Familiar with the bank’s core accounting system.
3. Comprehensive knowledge of banking rules and regulations.
4. Ability to work independently and as a team with excellent time management skills.
5. Knowledge of various banking departments.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment.

NOTICE

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee

Department/Division Manager

Date

Date