



## Job Posting

**Job Title:** Deposit Operations Specialist

**Location:** St. Peter, Mankato, or Belle Plaine

**Posting Date:** July 22, 2022

### **Job Summary**

This position is responsible for handling incoming calls and supports retail banking customers and products and deposit operations of the bank.

### **Primary Duties and Responsibilities**

- Provide courteous and professional support to both internal and external customers
- Responsible for proficiently handling all incoming calls and/or ensure calls are directed to the appropriate associate
- Maintain up to date knowledge of bank products and services and actively promote
- Provide customer support for E-Banking platforms, including but not limited to Online and Mobile Banking and other electronic products and services and ancillary applications
- Answer questions and solve customer problems regarding but not limited to account information, debit/ATM cards, stop payments, internal transfers, and wire transfers
- Follow all bank policies and procedures within the Retail Deposit Operations Department including UB/Teller Policy to ensure compliance with all laws, regulations, and rules
- Knowledgeable of the Bank Secrecy Act and comply with all Federal regulations
- Assist with updating departmental procedures
- Provide timely feedback to the bank regarding service failures or customer concerns
- Maintain records and reports per the retention schedule
- Retail-Backup to Universal Bankers to assist with the following:
  - Develop and maintain courteous and professional relationships with customers while opening new accounts, explaining options and actively cross-selling bank services
  - Efficiently and accurately process customer transactions including but not limited to CD renewals, deposits, withdrawals, transfers, payments, cashier's checks, bond redemption, gift and travel cards
  - Greet and direct customers in a timely and professional manner
  - Balance cash drawer within established limits and follow security methods for handling cash and negotiable items
  - Operate equipment competently: coin counter, coin roller, currency counter, encoders, Branch Capture, and computer systems
  - Assists in controlling the entry and exit of customers in the safe deposit area

- Assist in opening/closing the lobby doors during business hours
- Assist with clerical duties such as filing, faxing, ordering, and receiving office supplies
- Other tasks as required or assigned

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### **Qualifications**

#### Education/Experience

- High School diploma or equivalent
- Prior banking experience or related field preferred
- Associate degree in an Accounting or Business-related field preferred.

#### Knowledge, Skills, and Abilities

- Excellent phone etiquette, customer service and interpersonal skills required
- Strong organizational skills with attention to detail and the ability to multi-task and prioritize tasks and projects to meet deadlines
- Strong computer skills and proficiency with Microsoft Word, Excel, Outlook, Windows, and internet
- Ability to work independently and with a group
- Strong problem solving and analytical skills to resolve issues in the department or for customers.
- Ability to communicate professionally and effectively (orally and in writing)
- Ability to maintain discretion and confidentiality
- High level of accuracy and timeliness
- Ability to make good decisions under stress in a fast-paced environment

*First National Bank Minnesota is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender, sexual preference or orientation, gender identity, national origin, disability, protected veteran status, and all other protected statuses.*