



Job Posting

Job Title: Deposit Operations Specialist

Position Type: Full Time

Location: St Peter or Mankato

Posting Date: June 25, 2025

Job Summary:

This role manages incoming calls, provides backup support to Universal Bankers, and assists with retail banking services, 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 ensuring calls are directed to the appropriate associate.
- Maintain up to date knowledge of bank products and services and proactively promote them to our customers.
- Offer customer support for Online and Mobile Banking, as well as other digital services and related applications.
- Provide customer assistance by addressing a wide range of banking concerns, including account details, debit and ATM card issues, stop payment requests, internal and wire transfers, among others.
- 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.
- Demonstrate thorough knowledge of the Bank Secrecy Act and ensure compliance with all applicable federal regulations.
- Assist with updating departmental procedures.
- Provide timely feedback to the appropriate bank staff regarding service failures or customer concerns.
- Maintain records and reports per the records retention schedule.
- 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.
 - Accurately and efficiently process a wide range of customer transactions, including CD renewals, deposits, withdrawals, transfers, payments, cashier's checks, and savings bond redemptions.
 - 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.
- Assist in monitoring and controlling customer access to the safe deposit box vault.
- 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.

Qualifications:

Education/Experience

- High School diploma or equivalent required
- Associate degree in a Business-related field preferred
- 1 year Retail Banking with account opening and/or Bank Operations experience required.

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.
- Ability to occasionally travel between our branches will be required.

Salary Range: \$20.00 – 27.00 per hour depending on years of experience and credentials

Benefits:

- PTO
- Health, dental, and vision insurance
- HSA match program
- Disability Insurance
- Life Insurance
- 401 (k) match program
- Paid holidays

First National Bank Minnesota is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, pregnancy (including childbirth, lactation and related medical conditions), mental or physical disability, and veteran status or any other classifications protected by federal, state or local law.

