

Bank Operations Specialist
Data Processor/Administrative Assistant
may include some assistance to Internal Auditor.
JOB DESCRIPTION

LOCATION: Halstad, MN
DEPARTMENT: Bank
STATUS: NON-EXEMPT

REPORTS TO: Harless & Delong
APPROVED BY: Harless
DATE: March 1, 2023

SUMMARY:

Part of team responsible for managing & performing a variety of accounting and data processing processes in operations. May also be part of team responsible for the overall audit function, research and special projects for the bank as assistance to the auditors. Investigates discrepancies and answers inquiries concerning audits made. Makes recommendations for improving banking functions. Assists in the daily operations of the bank as needed which may include greeting, processing and handling customer banking needs, in person or via telephone. Assist Manager(s) in daily activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following: Other duties or tasks may be assigned as required. Management may modify, change or add to the duties of this description at any time without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Core Systems Technician (primary role)

- Perform daytime daily mainframe operation checklist duties, to include:
 - Run programs on the core system mainframe
 - Perform a variety of verification and reconciliation tasks
 - Download incoming cash letters and transaction files
 - Send outgoing cash letters and transaction files
- Perform Item Processing duties, to include:
 - Branch Capture Correct and balance all incoming teller transactions
 - Provide back-end support of Teller Capture
 - Balance and export remote deposit transactions
- Assist with the support of the core system applications including maintenance and upgrade activities, maintaining supporting interfaces between applications, and working with vendors to resolve issues.
- Responsible for completing daily, weekly, monthly, and ad hoc processing procedures and recurring reporting activities.
- Work closely with other IT staff to resolve in a timely manner hardware and software problems which may arise in the course of business.
- Generate and prepare reports, worksheets and work papers for use by various departments
- Assist with form creation and maintenance of existing forms.
- Compile system statistics, volume reports as needed.
- Train other employees within the Bank to provide backup of daily functions.

Internal Audit (secondary as primary role allows)

- Assists in preparation of audit work papers, ensuring adequate documentation to support conclusions and provides effective and reasonable recommendations.
- Assists auditor or department managers to make improvements to systems in order to correct possible violations. Ensures that responses are received.
- Develops knowledge and understanding of internal standards for the departments within the Bank that are part of the workflow for the audit role.

- Develops and maintains knowledge of compliance and internal control requirements necessary to complete the job. Performs duties in compliance with policy, procedure and process.
- Assists in the bank's record retention and disposal program.

Administrative Assistant (secondary as primary role allows)

- Performs other duties and special projects as assigned.

QUALIFICATION REQUIREMENTS: *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.* Customer service skills, cash handling and balancing, a general knowledge of banking and working computer skills.

Education and Experience: High School diploma required. Prior bookkeeping/accounting experience. 3 years bank related experience preferred.

Language Skills: Strong verbal and written communication skills are required. Ability to transparently communicate with all levels of people (staff, directors, regulators, vendors and external auditors). Ability to deliver a high level of responsiveness to co-workers. Conduct oneself with professionalism and confidentiality.

Mathematical Skills: Good figure aptitude.

Reasoning Ability: Strong problem solving and analytical skills.

Other Skills/Abilities/Specifications: PC and Data Processing skills. Intermediate level of knowledge of Microsoft Excel is required. Ability to multitask while working with speed and precision to meet required deadlines. Ability to work independently.

TRAINING REQUIREMENTS:

In order to perform this job successfully, an individual will be required to complete on-the-job training. In addition, various forms of outside training may be required to enhance the performance of an individual in his/her job performance.

On-the-Job Training Required: Sexual harassment training as well as any other training required by human Resources to stay compliant with federal employment regulations. Bank regulation training as required by the bank Compliance Officer.

Outside Training Required: (Workshops, Seminars, Webinars, Schools) Attendance at any seminar as related to this position and required by bank management. Keeping current on word, excel and other computer systems upgrades.

WORKING CONDITIONS: *The working condition characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work conditions are that of a normal bustling office environment. A workstation will be provided in Bank.

PHYSICAL DEMANDS: *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.*

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms, and talk or listen.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to lift up to 25 pounds.

EQUIPMENT AND TOOLS USED: *Tools and equipment listed is representative of those typically used; other tools and equipment may be used as needed.*

Network Computer/Tablet Computer and applicable software, printer, copier/fax, calculator, postage machine, typewriter, scanner/imager, encoding machine, proof machine, and drive up window.

I understand the description of this job and the essential functions, as given above. I also understand that all of the duties are not described above and that I will perform those above and other related duties as directed by my supervisor and management in accordance with all policies and procedures including the Employee Handbook.

Signature

Date

General Non-Role Specific Duties

Help with any special mailings
Count cash in vault- Audit
Customer service & answer phones
Help with account balances
Memo Posting debit and credits on DDA accounts
Exchange Foreign currency- Audit

Take wire orders from customers/signed agreements
Scan documents for long term storage (reports, signature cards, etc)
Reconcile Bank Acct Statements – (alternate months)
Verify Money Order/Cashier Check log monthly
Do Bank Closed signs

Full-time Operations Duties

ACH Download
Backup/ COPY TRU C (Daily Archive)
Download Fed Files (MICR) and ONWE
Bring in files/send files for Mobile
Print notices
Foreign ACH Transactions (ORGACH)
ACH Loan Originations – manual (black book)
Send ACH files
Update ATM files and check ATM balances
Verify IAT items for OFAC
Check ACH exception reports, update exception logs
Send NOC's and Pre-notes
ACH & MICR returns - outgoing
Do Unqualified Cash letters>Returns - incoming
Do Shazam Entries and Updating/balancing Shazam files
Wire Transfers – incoming and outgoing
International wires
Order Currency on UBB
Image Reject Cash Letter
MICR check adjustments & other Acct Adjustments
Calculate and send Fed Funds & EBA
Send Outgoing Cash Letter

Canadian Cash Letter
Canadian adjustments (exchange rate)
Interest Checks (Thurs)
Double check Accts when receiving DNE
File operations reports
Print statements (off Summit) & CD backup of statements
Close out DDA, CD, and SDA
Update ACH Loan Origination calendar (manual & computer)
Proof ticket in Summit
Solve rejects (DDA, CD, Loans)
Run Summit updates and Update Batch and Accrual (Precision)
Save End of Day (Summit)
Run End of Month, Quarter, Year end
Help/verify counting drawers- Audit periodically
Verify cash for ATM machine
Keyboard entry 2 monthly list of charges
Research, copies of check & statements
Help customers with Internet Banking and debit cards
Year-end forms and notices
Update/improve and/or create procedures for roles