



OPERATIONS & CUSTOMER SUPPORT SPECIALIST

SUMMARY: Performs a variety of recurring moderate operational and accounting functions in support of the Operations Department. Delivers exceptional customer service and provides centralized back-office support to the Bank's branches and other departments. Handles customer inquiries; conducts research for problem resolution and executes transactions in accordance with Bank policies and procedures. Provides excellent internal and external customer service and operational quality in support of established SBIC standards. Adheres to the Bank's domestic operating policy, procedures, forms and new programs. Responsibilities include:

- Researches customer inquiries and ensures satisfactory resolution. Resolves technical and tactical issues related to account opening process, teller and customer service transactions.
- Handles legal processes including account levies, garnishments and subpoenas. Processes Large Items, Exception Items; Deposit Corrections, Deposit Returns, Check Adjustments and Change of Address Requests.
- Processes EFT disputes, provides debit card support to branches and performs card maintenance. Reviews dormant accounts and generates reports. Monitors and Processes Online Account Creation (OAC) requests. Performs Beneficial Owner Certification Verification.
- Provides Treasury Management Services and Debit Card support and assists with business and consumer online banking setup.
- Reviews/approves remote deposit capture and mobile banking deposits. Processes and performs reconciliation of banking wires and remittances. Resolves discrepancies.
- Completes assigned general ledger (GL) reconciliations for the Finance Department within assigned timeframes.

QUALIFICATIONS:

High School diploma or equivalent with a minimum of two years of banking experience and/or training; or equivalent combination of education and experience. Knowledge of general bank operations and Federal Banking Regulations relating to customer deposit accounts. Knowledge of FIS core banking application and sub-systems; Excellent verbal and written communication skills; Ability to work independently and in teams; Excellent organizational skills. Strong PC skills (Microsoft Office).

TO APPLY:

If you would like to apply, please submit your resume via email at careers@sbical.com or Fax: 213.489.4560.