



Starting range: \$18.00 – \$22.00  
Full-time/Non-Exempt

## OPERATIONS & CUSTOMER SUPPORT SPECIALIST

State Bank of India (California) is a full-service financial institution, offering an extensive portfolio of lending solutions as well as comprehensive consumer, business, and international services. The Bank was established in 1982 as a California State Chartered Bank under the Department of Financial Institutions in Los Angeles, California. At present, we have a total of seven branches throughout California with our headquarters located in Downtown Los Angeles. Through our branch and online network, SBIC has a strong presence and specialization in specific business sectors and expanded strategic markets.

Our headquarters office in downtown Los Angeles has an immediate opening for an Operations & Customer Support Specialist. You will be performing a variety of recurring moderate operational and accounting functions in support of the Operations Department. Deliver exceptional customer service and provide centralized back-office support to the Bank's branches and other departments. Respond to customer inquiries, conduct research for problem resolution and execute transactions in accordance with Bank policies and procedures. Provide excellent internal and external customer service and operational quality in support of established SBIC standards. Adhere to the Bank's domestic operating policy, procedures, forms and new programs. Responsibilities include:

- Research customer inquiries and ensure satisfactory resolution. Resolve technical and tactical issues related to account opening process, teller and customer service transactions.
- Handle legal processes including account levies, garnishments, and subpoenas. Process Large Items, Exception Items; Deposit Corrections, Deposit Returns, Check Adjustments and Change of Address Requests.
- Process EFT disputes, provides debit card support to branches and performs card maintenance. Review dormant accounts and generates reports. Monitor and Process Online Account Creation (OAC) requests. Perform Beneficial Owner Certification Verification.
- Provide Treasury Management Services and Debit Card support and assist with business and consumer online banking setup.
- Review/approve remote deposit capture and mobile banking deposits. Process and perform reconciliation of banking wires and remittances. Resolve discrepancies.
- Complete 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](mailto:careers@sbical.com) or Fax: 213.489.4560.