

Job Description

Support Services Assistant II

Deposits

Summary:

Accurately verify deposit accounts on the Silverlake System daily. Responsible for relating and affiliating accounts daily. Properly maintain deposit account records as needed. Maintains address changes, account type changes, CIF and relationship coding, cycle changes and image statement coding. Close customer accounts per request. Input stop payments, holds and auto debits as needed. Cognos report monitoring and maintenance. Safe deposit box maintenance (open, close, update) on Silverlake System. Properly maintain safe deposit records as needed with monthly audit of boxes, annual billing, occasional drilling, payment posting and submission of abandoned property. Synapsys Queue event review for the resolution within timelines on the same work day when received by 4:00 pm. Constantly reviews duties and responsibilities for efficiencies. This position is accountable to the Support Services Manager.

Duties and Responsibilities:

1. Accuracy

- Process new accounts while verifying for accuracy and complete information. Obtain signature cards, boarding data, ID, agreements, applications, trust documents, POA, change of authorized signers, name additions and or deletions, etc.
- Process account updates with most current customer on core
- Input demographic information
- Accurately complete maintenance on deposit accounts, OD protection, sweeps, AOP, & Image Statements
- Process collateral holds, verify stop payments, & auto transfers accurately
- Monitor Cognos exception reports and correct coding as needed
- Code accounts to be closed, memo and follow up on pending closed with balance
- Accurate and timely resolution of Synapsys queue events
- Balance Cash reconciliation daily
- Input and maintenance of safe deposit boxes on Silverlake
- Interest rate coding and adjustment
- Input and maintenance of address changes
- Dormancy release and tracking
- Regulation E maintenance, monitoring and reporting
- Nettle account assignments, resets and unlocks
- Close Debit cards on closed accounts

2. Timeliness

- To verify new accounts and complete account updates daily
- Complete account maintenance timely
- To review Cognos reports daily, weekly, biweekly and monthly for proper coding and correction
- Synapsys Queue Event timing and resolution within the same workday
- Preparation of Compliance Reports for monthly reporting
- Send Exception Report to all Officers for clearing after Compliance meeting

3. **Efficiencies/Projects**

- To constantly evaluate the job to see how the procedures can be done more efficiently
- To obtain when possible projects on a quarterly/yearly basis to assist the department in its objectives
- To monitor individual work hours to control overtime.
- To perform safe deposit audits, rotations and drillings timely
- To perform demographic coding and qualification for the marketing and promotion of account services
- To use Synapsys for completing and resolving events and activities

4. **Knowledge**

- To understand bank services and products.
- To understand Xperience for efficient new account processing
- To have a thorough understanding of the new account process.
- Possess the required computer skills to effectively perform the job.
- To attend seminars or training on computer skills as needed
- To have a general knowledge of the Synergy system
- To have a general knowledge of the Synapsys system

5. **Quality Service/Teamwork**

- To provide courteous, accurate, and timely service to internal and external customers.
- To follow the core values and standards set by the Bank.
- To work as a team in the Support Services area.

Other duties as assigned.

Qualifications

High School Diploma or general education degree. One year banking Xperience required. Ability to read and write routine reports and correspondence. Ability to speak effectively. Ability to add, subtract, multiply, and divide using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent. Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to handle a variety of situations within the department. Ability to include ten key, typing, computer skills, communication skills, and basic clerical skills. Working knowledge in Microsoft Word, Excel and Access.

Work Environment

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit and occasionally required to walk and be able to talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the work environment is usually moderate. Must be able to wear a mask while in the workplace in accordance with federal and state requirements. This job is not eligible for telework unless work can be assigned for up to a maximum of 14-days if it is deemed necessary due to business needs or a public health issue, with management approval.

Equal Employment Opportunity Employer/M/F/Disability/Veteran