JOB DESCRIPTION

JOB TITLE: Treasury Management Support Specialist **FLSA STATUS: Non-Exempt**

DEPARTMENT: Treasury Management **REPORTS TO: Treasury Mgmt. Officer**

SUMMARY DESCRIPTION

The Treasury Management Support Specialist is responsible for supporting the Treasury Management department in various Treasury Management duties. This job requires daily, weekly, and monthly exception monitoring and resolution, ACH and RDC renewal recommendations, RDC Security Reviews and certifications tracking, monthly billings, analysis service charge entries and maintenance, monthly certifications, Cash Management/online banking set up and maintenance, regularly monitoring the TM Mailbox, and any other necessary Treasury Management service or maintenance as assigned by the Treasury Management Officer and/or Director of Business Development. Additionally, this individual will be involved in all phases of customer service and back-office operational workflow within Treasury Management. It is imperative that this individual be comfortable with regular communication with customers that will include service maintenance requests, scheduling appointments for calls and/or visits, and follow-up calls. This individual must demonstrate strong operational and analytical skills and the ability to identify and resolve business issues quickly in a professional manner.

This job requires attention to detail, strong communication skills, teamwork, patience and consistency in delivering top-notch service to both internal and external customers. The job demands an organized, cooperative, agreeable, and sympathetic listener who gets along with others and enjoys being helpful to them.

RESPONSIBILITIES INCLUDE

- Assist with external client sales support and training, including internal support and training, billing, and maintaining Treasury Management reports for sales, fee income growth, waivers, and rate exceptions.
- Assist with client demos, implementation, and training as requested. Ensure accurate information is conveyed to all clients.
- Responsible for monitoring various daily, weekly, monthly exception reports pertaining to Treasury Management products and functions and resolving as necessary.
- Responsible for the ACH and RDC annual review and recommendation process, monitoring renewal dates and providing renewal recommendations based on historical activity review. Prepare maintenance requests upon renewal and maintenance of files.
- Responsible for scheduling, execution, and documentation of periodic security review for all remote deposit customers.

- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate Bank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.
- Other duties and projects assigned.

REQUIREMENTS FOR POSITION (KNOWLEDGE, SKILLS AND ABILITIES)

- High school or GED required; Bachelor's degree preferred.
- 3+ years in customer service experience and/or 2 years of previous Treasury Management or back-office operations experience preferred.
- Proficient in all Microsoft Office Products.
- Basic understanding of Treasury Management and banking products, including but not limited to online/mobile Banking, RDC, ACH, Wires, and Positive Pay.
- 2+ years of payment card industry experience preferred.
- Strong analytical and critical reasoning abilities.
- Bilingual a plus.

CRA REQUIREMENT:

- Expected to understand the bank's obligations under the Community Reinvestment Act and how to fulfill them. Expected to cooperate with and support the bank's CRA program. Will be held accountable for any lack of cooperation that weakens the bank's CRA performance, as reflected in internal audits, agency examinations and/or community projects.

HMDA REQUIREMENTS:

- All lending personnel are expected to understand the bank's obligations under the Home Mortgage Disclosure Act and how to fulfill them. All applicable employees shall cooperate with and support the HMDA requirements. Staff will be held accountable for any lack of cooperation that weakens the bank's HMDA performance, as reflected in internal audits and agency examinations. This position may have responsibility for compiling, maintaining, keeping up-to-date, and distributing a monthly HMDA report to the Compliance Officer.

WORK ENVIRONMENT

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.

- May require travel to other offices to provide assistance or attend meetings and meet with customers.
- Regular contact with the general public

This job description is not intended to be and should not be construed as an all-inclusive list of the responsibilities, skills, or working conditions associated with the position. While this job description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add, or remove duties and assign other duties as necessary.