



POSITION DESCRIPTION

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|------------------------|-------------------------------------|---------------------|--------------------|
| Position Title: | Cash Management Support Officer | Hours: | 40 Hours (Mon-Fri) |
| Reports To: | Cash Management Manager | FLSA Status: | Non-Exempt |
| Department: | Cash Management Department – Tacoma | | |

POSITION SUMMARY:

Provide direct support for the Cash Management Department during the client sales and implementation process, while serving as customer support contact for Cash Management products, including technical support of web-based services and the Bank's Mobile Banking Application. This position is responsible for daily, monthly and annual tasks relating to Cash Management. In addition, this position will be responsible for providing remote and on-site training and technical support for Cash Management clients. Also, other duties related to the operation of the Bank are assigned as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide support to the Cash Management department during the sale and implementation of all Cash Management products, including drawing agreements, assisting with or executing all contracts, and assisting with or providing training on all products and services.
- Visit client's place of business to provide on-site installation, training, and support of Cash Management services.
- Serve as customer support contact for all Cash Management products and services, including Remote Deposit Capture, Consumer and Business Internet Banking, Mobile Banking, Online Bill Pay, ACH origination, Sweep services, Wire transfers and Account Analysis.
- Assist with the completion of month- end usage reports for all Cash Management services.
- Independently manage Cash Management-related projects through completion, including project documentation and status reporting.
- Assist with the updating and management of department processes and procedures.
- Perform ongoing maintenance and updating of customer files, including participating in Commencement Bank's efforts to be a paperless institution.
- Participate in daily processing of ACH, Internet Banking initiated wires, and other processes as assigned.
- Other duties as assigned.

REQUIRED SKILLS

- Minimum one year's experience working in Cash Management or Treasury Management for a financial institution, supporting clients with services like digital banking, remote and mobile deposit capture, ACH origination
- Advanced computer knowledge related to Word, Excel, Operating Systems and Browsers
- Strong understanding of risk and fraud mitigation as it relates to Cash Management services
- A dynamic self-starter with initiative and desire to learn
- Detail oriented with strong skills in prioritizing, multitasking, troubleshooting and problem solving
- Ability to communicate clearly, effectively, and professionally with customers, both verbally and in writing.
- Desire to work in an ever-evolving area, constantly learning and adapting to changes in financial technology, compliance, and security
- Ability to work independently, and collaboratively as part of a dynamic team and with other bank departments, to reach mutual goals

DESIRED SKILLS

- Experience installing, supporting and troubleshooting Remote Deposit Capture
- Project Management experience
- Experience supporting technical systems, including technical troubleshooting
- Experience supporting and troubleshooting a Mobile Application

WORK ENVIRONMENT

- Must be able to sit for long periods and talk and hear using the telephone
- Must be able to occasionally stoop, kneel, crouch or crawl and lift or move up to 20 pounds
- Must be able to work in a cubicle environment with moderate noise levels and frequent employee/customer contacts and interruptions during the day

QUALIFICATIONS

- High school graduate or GED required