



## POSITION DESCRIPTION

**Position Title:** Cash Management Support Specialist      **Hours:** 40 Hours (Mon-Fri)  
**Reports To:** Deposit Operations Manager      **FLSA Status:** Non-Exempt  
**Department:** Cash Management – Downtown Tacoma

## POSITION SUMMARY:

This position directly supports the Cash Management Department during the sales and implementation process. This position serves as the primary customer support contact for Cash Management products. It also includes tasks relating to customer service, data entry, and document imaging. In addition, other duties related to the operation of the bank are assigned as needed.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, as applicable
- Follow all BSA/AML/OFAC guidelines and complete annual training as assigned
- Provide support for the Cash Management department during the sale and implementation of Cash Management products, including drawing agreements
- Serve as primary customer support contact for 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 monthly reporting as needed
- Perform ongoing maintenance and updating of customer files
- Perform data entry and scanning/imaging to further efforts to be a paperless department
- Maintain the retention of Cash Management documents
- Perform daily processing of ACH and internet banking initiated wires
- Other duties as assigned

## REQUIRED SKILLS

- Minimum one year's experience working for a financial institution or relevant practitioner experience

- Knowledge related to Word, Excel, operating systems and browsers
- Desire to learn; self-starter with initiative
- Ability to work under limited supervision and exercise good judgement within guidelines
- Detail oriented with strong skills in prioritizing
- Ability to analyze, evaluate, and resolve issues while ensuring the efficiency and effectiveness of ongoing operations
- Ability to work collaboratively within a team and with other bank departments to reach mutual goals
- Ability to communicate clearly, effectively, and professionally with internal departments, both verbally and in writing
- Ability to read and follow written procedures
- Ability to adapt to changing situations and interruptions
- Ability to work unrelated processes simultaneously
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions

#### **DESIRED SKILLS**

- Cash Management or Treasury Management experience
- Experience installing, supporting and troubleshooting remote deposit capture
- Experience supporting and troubleshooting technical systems, including a mobile application
- Experience in customer support by phone and email

#### **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 50 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