

## Accounting/Operations Support Job Description

### Operations/HR Support Requirements

- Responsible for address change maintenance.
- Maintain online banking enrollment and issue letters as needed.
- Monitor eStatement enrollment and issue letters as needed.
- Answer incoming Operations calls.
- Responsible for merchant deposit capture review daily.
- Maintain recurring charge cycle & code for DDA accounts.
- Review waiver codes on deposit accounts monthly.
- Complete customer verification and audit requests.
- Responsible for DDA/SAV Dormancy review and follow-up.
- Responsible for ordering supplies for all locations.
- Review closed accounts to close debit cards, including CardValet.
- Monitor temporary debit cards for closing.
- Backup other Accounting/Operations functions as needed.
- Research and prepare reports and letters as assigned.
- Other Duties as Assigned

### Sales & Service Excellence Responsibilities

Answer inbound telephone calls promptly. Follow through with accountability to answer customer questions, limiting unnecessary transfers.

Become knowledgeable with banking products and services as they relate to this position. Maintain working knowledge of the bank's convenient banking services. Be willing to share about these services via customer communication and conversation. Bring the need for additional training to the attention of the Comptroller or the Sales, Marketing, Compliance & Training Director (SMCT Director).

Maintain an organized work area. Be willing to make suggestions to keep the bookkeeping area well-organized and free from clutter.

Apply the bank's service excellence standards to all customer communications and conversations – internally with coworkers and externally with customers.

Support the bank in its efforts to connect with the community, improve operational efficiency, maintain profitable growth, and achieve service excellence. Always look for and share about opportunities for improvement.

### Compliance, Operational & Training Requirements

Complete compliance training as assigned through BAI computer-based training system and all other training as assigned.

Train other staff as needed to ensure backup resources are available in the event of your absence. Be willing to learn other areas of operations and the bank, if needed, to serve as backup for those areas.

### Other Requirements

Complete all other duties as assigned.

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### Experience Required

Considerable knowledge of employment law and recordkeeping.

5+ years of banking experience.

Strong computer skills.

Ability to handle customer inquiries with poise, tact and accuracy.

Attention to detail and accuracy.

Excellent communication skills, written and verbal.

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### Job Details

Hourly position at the Community Partners Savings Bank Corporate Center. 40 hours per week, Monday –Friday.

This position is supervised by the VP – Comptroller/HR Director.

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Community Partners Savings Bank is an Equal Opportunity Employer including disabled and veterans.