

**Seacoast Commerce Bank
Job Description**

Job Title:	Operations Assistant II	Reports To: Leticia Flores
FLSA Status:	Non-Exempt/ Full-Time	Department: Branch Operations
Salary Grade:		Approved By: N. Zillges

Position Summary

Supporting daily branch operations activities including item processing, account reconciliation, adjustments, new accounts, electronic banking, ACH file processing, wire transfers and assisting the Home Owners Association Department.

Primary Duties and Responsibilities (Other duties may be assigned)

1. Performing daily processing activities for check processing, ACH file upload and processing, Remote Deposit Capture, and Wire Transfer.
2. Perform New Accounts Responsibilities, including account opening and closing
3. Reconciliation functions including ATM, Federal Reserve Account, Wire Transfer, and customer account adjustments
4. Providing routine clerical and administrative support to officers and managers
5. Creates and maintains customer information files and core banking system parameters
6. Performs data entry responsibilities related to core and ancillary banking systems
7. Coordinate with Accounts Payable to ensure that customer invoices and account analysis service charges are applied and managed appropriately
8. Interfaces with existing customers, prospects, and staff on banking operations related matters
9. Work with HOA Department Customers with daily transaction activity, file processing, and support.
10. Reviews completed documentation for accuracy and completeness; requests corrections as necessary
11. Gathers data to assist with preparation of key reports; distributes as required
12. Other duties as assigned

Knowledge, Skills and Abilities Required

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

This position requires a minimum of one to three years of recent experience working in Bank Operations. High school diploma or general education degree (GED); Bilingual is a definite plus for this position.

Judgment Ability

Excellent judgment skills necessary for work at this level characterized by freedom from control or guidance while work is in progress. Problems arising in the course of work and alternate methods are discussed mutually with superiors. Major work is reviewed by supervisor for technical and general adequacy.

Language Ability

Ability to read, analyze, and effectively and professionally communicate in English. Ability to interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the general public

Math Ability

Strong ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have excellent knowledge of word processing and analytical spreadsheets.

Certificates and Licenses

Bank specialized classes geared toward business development and marketing.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision and peripheral vision. While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand, stoop and kneel