



ARBOR BANK

Helping You Grow

Job Title: Deposit Specialist IV
Reports to: Deposit Manager
Full or Part-Time: Full Time
Office Location: Omaha, NE and Elkhorn, NE
Position Type: Non-Exempt
Hours: Monday thru Friday: 7:30 am to 6:00 pm (rotating shifts)
Saturday: 8:30 am to 12:00 pm (rotating shifts)

Summary Description

Deposit Specialist IV is responsible for providing services by developing, managing, and retaining relationships with customers. This person, independently and/or collaboratively, works with bankers and office staff to actively fulfill the mission of Arbor Bank. This person visits with customers for the purposes of providing customer service, relationship building and cross-sell. This person will independently handle moderately complex to complex customer issues and problems.

Detailed Responsibilities

- Provide customer service by processing a variety of routine financial transactions including check cashing, withdrawals, deposits, loan payments, night or mail deposits.
- Records all transactions and prepares daily settlements of teller cash and proofs transactions.
- Greets customers, delivers prompt and efficient service and provides information about bank products and services.
- Answers incoming phone calls and ensures that the caller receives the service they need.
- Follows all required security procedures and policies.
- Provide customer service for all deposit account products and services included (but not limited to) checking accounts, savings accounts, certificates of deposit, health savings accounts, IRAs, safe deposit boxes.
- Respond promptly to customer issues, questions, and concerns.
- Remain customer-focused, provide consistent and effective service with an emphasis on customer retention and expansion.
- Know the features and benefits of bank products and services.
- Develop new banking relationships with prospective clients and expand existing relationships with current customers through the sale and cross-sale of bank products and services.
- Proactively work toward achievement of personal and branch sales and customer service goals.
- Project a professional image in dress, manner, communication, and focus.
- Demonstrate commitment, dependability, and respect for other team members with regular and predictable attendance, punctuality, and adherence to agreed-upon schedule of availability.
- Represent Arbor Bank by participating in community organizations and activities.

Deposit Specialist IV additional Responsibilities

- Ensure that check orders are processed accurately and efficiently
- Provide service to customers wishing to change their address, email, or phone number while following bank policies and security procedures
- Balance ATM machine and process ATM deposits
- Prepare cash orders or ship currency and coin, distribute vault cash to other tellers, and balance branch cash vault
- Images Proof documents to be submitted to the Operations Department (as applicable by branch)
- Provide customer service to Standard Online banking and Arbor Mobile customers by resetting passwords, increasing mobile deposit limits, and general login and usage questions.
- Images documents to Director for digital storage
- Prepare Stop Payments for customers

- Provide enhanced customer service to Debit Card customers including issuing new cards, closing cards, and reordering cards, limit increases, travel exemptions, and activation assistance
- Initiate outgoing Wires
- Provide Notary services
- Provide customer service by opening and maintaining consumer checking, savings, CD, Safe Deposit Boxes and HSA deposit accounts

Software Used

- Precision Graphical
- Integrated Teller
- Business Process Manager
- Navigator and Access Manager
- Director
- Client-Central
- WireXchange
- Salesforce

Skills and Experience

- Minimum of 2 years demonstrated customer contact to include: customer service, bookkeeping, computer skills, problem solving.
- Minimum of 1 Year Banking Experience
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Strong organizational skills.
- Strong verbal and written communication skills required.
- Ability and desire to work with team of employees across multiple locations.
- High level of proficiency with organizing, facilitating, leading and negotiating with team of bank personnel to solve customer problems.