



**Job Title:** Operations Assistant

**Department:** Operations

**Reports To:** CFO

**FLSA Status:** Non-Exempt

Operations Assistant assists operations department including accounting, deposit operations, wire transfer, ACH and other duties as assigned.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Accounts Payable, including expense report reimbursements.
- Wire transfers, including OFAC verification.
- ACH returns, notifications of change, unauthorized ACH entries, and initiation of ACH transfers.
- Maintain daily wire logs for domestic and international wire transfer.
- Proof adjustments, research.
- Customer service calls.
- Print daily repurchase agreements and track pledged securities.
- Debit card disputes.
- Process garnishments and levies.
- Exception item handling for returned items, stop payments, charge-backs, and non-posted transactions.
- Reconciliation or review of correspondent bank accounts and internal bank/general ledger accounts.
- Print customer notices.
- Balance teller cash totals to the general ledger.
- Reconcile ATM settlement activity.
- Update general ledger transaction descriptions.
- Remit federal and state backup withholding.
- Calculate and remit compensating use tax.
- Special projects, as requested.

**Qualifications**

- Previous banking knowledge in Operations/Accounting
- Knowledge of balancing GL accounts, wire transfers, ACH transactions, etc.
- High degree of attention to detail.
- High degree of accuracy.
- Professional and pleasant demeanor.
- Excellent customer service skills, both in person and on the telephone.
- Proficient use of 10-key adding machine.
- Good mathematical aptitude.
- Ability to work under pressure.

**Education and/or Experience**

- High School Diploma or equivalent.
- Minimum two (2) years of bank operations experience.

**Computer Skills**

Proficient use of personal computer; working knowledge of Microsoft Office Suite, primarily Excel and Word. Fiserv core system experience is a plus.

**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. This is a largely sedentary role and the employee must be able to remain in a stationary position 75% of the time; however, some filing and use of office equipment is required. Continually utilize hand and finger dexterity. Continually utilize visual acuity to operate equipment, read information, and/or use a keyboard. Frequently required to communicate with customers/clients about their account; must be able to exchange information in these situations. Occasionally required to move about inside the office to access file cabinets, supplies, office machinery, etc. Occasionally required to move items up to 10 pounds.

**Emotional Demands** Ability to maintain regular attendance and be punctual. Ability to complete assigned tasks without direct supervision. Ability to work and sustain attention with distractions and/or interruptions and multitask without loss of efficiency or accuracy. Ability to perform under stress. Ability to interact appropriately with a variety of individuals including customers/clients. Ability to perform in situations requiring speed and deadlines. Ability to work as an integral part of the team.

**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. Works in typical bank lobby/office environment on first floor of the building. Continually views a computer monitor and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

*The job description is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

To Apply:

<https://cornerstonebankcd.applytojob.com/apply/iy7GtM6mOK/Operations-Assistant>