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## **Deposit Services Manager**

Assists in supervising and coordinating all Retail Financial Service operations including responsibility for regulatory compliance and reporting, Banking Services, IRA, Mail Operations, Consumer Lending and related correspondence.

Makes recommendations regarding deposit services policy; develops and administers procedures to implement same. Responsible for maintenance and distribution of various operating guides for Retail Operations as they pertain to the branch network as well as areas of back office.

This position is located in Topeka.

### **QUALIFICATIONS**

- Knowledge of teller operations, accounting functions related to retail accounts, FDIC insurance coverage, legal aspects of accounts and federal regulations.
- Strong written and verbal communication; ability to explain complex topics clearly.
- Skilled in building relationships in order to resolve and communicate decisions in a regulated setting.

### **RESPONSIBILITIES**

- Maintain and communicate procedural and policy modifications to the branch network and Retail areas through Operating Guides. Coordinate changes with Product Management, IT, Training staff, Customer Experience, Business Banking and other stakeholders.
- Reviews changes in federal or state regulations that may affect deposit accounts, including unclaimed property laws. Develops procedures and monitor compliance, submitting reports to outside agencies, as needed. Maintains and update Operating Guides.
- Ensures policies and procedures are followed by subordinate personnel in a consistent manner. Exercise decision authority to make waivers from procedures within parameters of regulations and laws, to include restoration of fees or accommodations for special circumstances not deemed to be covered by routine operational procedures.

**[HR@CAPFED.COM](mailto:HR@CAPFED.COM)**

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