



## Corporate & Digital Banking Ops Specialist

### Job Summary

We are a fast-growing, family-owned Kansas bank seeking a detail-oriented and service-driven professional with 3–5 years of banking experience to support our Corporate & Digital Banking Operations. This role is essential to the day-to-day execution of digital banking services, including wire transfers, ACH processing, debit card administration, and consumer online banking products such as bill pay, mobile deposit, and Zelle.

The ideal candidate will play a key role in ensuring timely, accurate processing and exceptional internal and client support, while maintaining strict adherence to regulatory requirements and risk management practices. This position also serves as a critical backup to leadership, assisting with treasury management services, corporate client support, and specialized banking products.

Success in this role requires strong analytical skills, a high level of attention to detail, and a commitment to delivering outstanding service in a fast-paced, team-oriented environment.

If you are looking for your next opportunity with a community-focused, values-driven organization, we would love to connect with you.

[Corporate & Digital Banking Operations Specialist - Manhattan, KS 66503 - Indeed.com](#)

### Responsibilities & Expectations

- Processes incoming and outgoing wire transfers initiated by both clients and branches within the 15-minute SLA.
- Conducts the daily activities of all consumer digital banking products including online banking, bill pay, mobile deposit, and Zelle.
- Administers all debit card program activities including processing Reg E claims, troubleshooting card issues, researching transactions, processing and documenting limit increases, balancing, and managing card stock.
- Provides prompt and accurate support to bank employees regarding all Corporate and Digital Banking product inquiries. Troubleshoots and resolves issues.
- Researches and resolves ACH and Wire processing issues.
- Develops and maintains knowledge of all Wire Transfer and ACH policies and procedures.
- Demonstrates understanding of ACH processing rules for ODFIs and RDFIs including return timeframes, notifications of change, error resolution and reclamations.
- Demonstrates understanding of regulatory requirements related to ACH and Wire Transfers (including OFAC).
- Provides Debit Card support. Processes Reg E disputes.
- Provides critical back-up to Corporate & Digital Banking Operations Manager by:
  - Supporting Treasury Management and Banno for Business Applications including ACH, Wire, and RDC modules.
  - Supporting Corporate Banking clients with ACH & Wire Transfer Origination and Online Banking Fraud prevention.



## Corporate & Digital Banking Ops Specialist

- Supporting IntraFi Network investment products including documentation completion, account set-up, and CDARS maturities/renewals management.
- Processes daily lockbox transactions.
- Demonstrates operational soundness to minimize risk exposure and loss.
- Develops and maintains comprehensive knowledge of all consumer and commercial products including deposit accounts, debit cards, and online banking.
- Develops and maintains proficiency in the Bank's Core operating and ancillary systems.
- Demonstrates compliance with applicable laws and regulations for applicable job responsibilities, including but not limited to: Bank Business Ethics and Conduct policy, Employee Handbook, Bank Secrecy Act, Anti-Money Laundering, Information Security, Suspicious Activity Reporting requirements.
- Completes all required compliance training on an annual and/or as needed basis.
- Adheres to Bank policies and procedures.
- Performs other duties as assigned.

### Competencies & Skills

- Excellent verbal and written communication skills.
- Detail oriented and self-directed with strong organizational skills.
- Exceptional analytical and problem-solving abilities.
- Comprehensive knowledge of banking products and services.
- Excellent client service skills.

### Interpersonal Skills & Cooperation

- Exhibits strong interpersonal skills to include a cooperative spirit and positive attitude in all interpersonal relationships across the organization.
- Contributes to a professional working environment with respect to individual roles and responsibilities.
- Communicates problems and concerns in a respectful and constructive way.
- Demonstrates respect and models Outdoor Bank's Code of Ethics.
- Builds rapport and trust with colleagues across the organization by being approachable and responsive to needs.
- Champions Outdoor Bank's brand, culture, and core values.

### Work Environment

This position always works in an office setting. To fulfill the job responsibilities, the employee will be onsite at their designated bank location. Most of the job duties require the employee to be working with computers and electronic media on a regular basis.