

Metro City Bank Job Description

Title: Deposit Operations Manager

Department: Operations

Reports to: CFO

FLSA Code: Exempt

Overview: Based in Doraville, GA. this position is responsible for the portion of Metro City Bank's operations related to deposits. Responsibilities include managing budgets and employees, as well as developing and implementing various plans to support strategic objectives.

Essential Duties:

- Manage, develop, and enforce deposit-related policies to keep in line with regulatory and bank's guidelines
- Act as liaison with examiners and auditors
- Manage and train operation employees and prepare annual performance review
- Analyze, develop, and implement risk monitoring controls for payments-related products and services
- Support customer service staff with deposit and loan operations inquiries
- Check exception report and provide written explanation to the management
- Perform operational and administrative tasks such as incoming and outgoing wire transfer, ACH transactions (CD Interest, Loan Payment, Cash Management, Returns, etc.), research, exception, reclamation by other institution or government, and adjustment processing on deposit accounts
- Manage foreign currency services including currency orders, wires, and cash letters
- Be able to process Non-posted, Suspense, NSF, Chargebacks, Reg-E claims, Proof Over/Short, etc.
- Develop and provide deposit-related reports for Board Meeting (Accounts Activities, Overdrafts, Branch Deposit Trend, Remote Deposit Capture, Cash Management, etc.
- Process and respond to garnishments, levies, summons, subpoenas, and other legal demands
- Handle all fraudulent transaction related to Debit Card, Check, or ACH
- Responsible for tracking and escheating dormant accounts
- Reconcile FRB & FNBB accounts daily to ensure all transactions are processed accurately
- Review appropriate reports to identify customers who may be kiting suspects, repeat overdrafts, or customers that continually draw against uncollected funds – work with senior management and department managers to determine actions necessary to protect the Bank against possible loss

Additional Responsibilities:

- Keep current with new and improved technologies for the overall operating efficiency of the Bank as it relates to deposit operations
- Assists the Chief Financial Officer when needed
- Complete required reports and records accurately and promptly

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- Keep management informed of area activities and of any significant problems or concerns
- Contributes to the fulfillment of the Bank objectives and goals
- Ensure that all confidential information in the work area is properly secured each day
- Maintain privacy of customer account information
- Perform other duties, as assigned

Education/Additional Training or Certifications:

- Associates degree or equivalent work experience

Knowledge/Experience:

- Software skills including Microsoft Office, Adobe, Internet, and Email
- Effective interpersonal relationships with management and team members
- A thorough understanding and application of all policies, procedures and regulations pertaining to the work of Deposit Operations
- Ability to effectively manage time as related to daily tasks
- Ability to solve practical problems and interpret a variety of instructions furnished in written, oral or schedule form
- Ability to prioritize multiple demands in a high pressure environment

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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and color vision.

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AAP/EEO Statement:

Metro City Bank is an Equal Employment Opportunity/Affirmative Action Employer with regard to Females, Minorities, Veterans and Disabled Persons

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

If you are interested in this position, and meet the basic qualifications, please submit your resume to career@metrocitybank.bank. Please Include Deposit Operations Manager in the subject line.