



POSITION DESCRIPTION

Functional Title: Deposit Operations Supervisor **Effective:** October 2013

Reports to: Manager Deposit Operations

Direct Reports to this Position: ACH Processor, Deposit Maintenance Processor, Deposit Operations Lead, EFT Processor, Exceptions Processor, Fraud Processor, Legal Processor, Quality Review and Reports Processor, Wire Processor

Exemption Status Based on FLSA: Exempt (X) Non-Exempt ()

Summary of Job Responsibilities:

Maintains awareness, understanding and compliance with Guaranty Bank and Trust's "Code of Ethics", internal policies and procedures, laws and regulations, that are appropriate for his/her position.

This position is responsible for the management of Deposit Operations. These functions include but are not limited to: creating a positive environment, managing all areas of risk and providing ongoing support and backup for daily departmental functions. This position is also responsible for staff development including hiring, training, ongoing coaching and development as well as providing timely performance appraisals.

Essential Duties:

Employees are held accountable for all duties of the job. Individuals must be able to perform these duties with or without reasonable accommodations.

- 1) Demonstrates core values and guiding principles as outlined in the Bank's identity statement.
- 2) Ensures that all activities and work functions meet compliance requirements as defined in company policies and procedures and state/federal laws and regulations.
- 3) All Managers are responsible for supporting an equal employment opportunity environment and additionally for taking action to prevent harassment and intimidation in the workplace.
- 4) Manage department staff scheduling, timecards and FTO requests.
- 5) Complete employee performance evaluations, and participate in counseling and disciplinary actions.
- 6) Operates within and understands bank policies related to all Deposit Operations functions.
- 7) In addition to following policies and procedures, uses sound common sense, following instincts with regards to Loss Prevention focused on protecting bank assets.
- 8) Manage critical vendors and track issues and resolutions. (Wires, ACH, Item Processing)
- 9) Demonstrates knowledge and understanding of all systems and applications utilized within the department.
- 10) Demonstrates knowledge of regulatory responsibilities.
- 11) Make decisions regarding transactions or other activities within stipulated limits.
- 12) Reviews and approves daily work generated in Deposit Operations including:
- 13) Unposted Item processing and Balancing
- 14) Daily Wire Work
- 15) Levies and Garnishments
- 16) Stop Payment Suspect Reports
- 17) Regulation D violation suspects
- 18) Card Disputes (Regulation E Transactions)
- 19) Review and execute Wire Transfer Agreements.

- 20) Responsible for managing, maintaining and reporting Unclaimed Property to all states as required.
- 21) Manage dormant account functions, and be knowledgeable about procedures for activation of dormant accounts and updating inactive accounts.
- 22) Approve PIN batches from the Wire System, perform wire research, testing and projects.
- 23) Responsible for ensuring Policies and Procedures are up to date and reviewed at least annually.
- 24) Proficient in all areas of the department, able to provide support, perform as a backup and provide guidance to other department team members.
- 25) Participate in training with department staff, develop and participate in training sessions for other departments.
- 26) Maintain and enforce proper separation of duties.
- 27) Primary member on projects affecting the department, including drafting Company Wide Initiatives, system upgrades and releases.
- 28) Primary contact for Internal and External Auditors and Examiners.

Non-Essential Duties:

- 1) Assists various positions within the department as appropriate.
- 2) Performs other duties as assigned.

Required Qualifications [Knowledge (Education), Skills and Abilities (KSAs)]:

- High school education or equivalent.
- Demonstrated aptitude for accuracy with numbers.
- Strong written and verbal communication skills.
- Typing and basic computer experience.
- Good decision-making skills.
- Supervisor or leadership experience.

Preferred Qualifications:

- 5 years banking experience, preferably in Back Office or Operations.
- Minimum 1 year Lead or supervisor experience.

Types of Decisions: Exceptions that are made that are outside the guidelines of written standardized procedures are subject to supervisor approval. Limits for authority will be determined based on experience.

Consequences of Errors: Errors may have a significant adverse effect on relationships with customers, other departments of the bank, or regulatory authorities. Errors could also cause significant dollar losses due to the high volume of cash processed on a daily basis.

Contact with Others: Unlimited contact with customers and employees both in person and on the telephone. Must display quality of service showing courtesy, tact, and discretion at all times. Maintains a positive demeanor and displays excellence in service, keeping the banks image in mind at all times.

Physical Requirements: 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lift 50 lbs.
- Ability to sit for long periods.

The above statements are intended to describe the general nature and level of work being performed. This job description should not be construed to imply that these requirements (job responsibilities and KSAs) are the exclusive standards of the position. Incumbents may be required to follow other instructions, and to perform other duties, and obtain other KSAs that may be required of the position.