**Prairie Community Bank**

**Job Description**

**Job Title:** Operations Specialist

**Department:** Operations

**Reports To:** Operations Manager

**FLSA Status:** Non-Exempt

**Prepared By:**

**Updated:** October 2021

**Approved By:**

**Approved Date:**

**Summary** Assist in the day to day operation functions of Prairie Community Bank to ensure all transactions run smoothly.

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

Process and Reconcile all cashletter items.

Process and Reconcile all ACH activity in accordance with policy and NACHA Rules.

Adheres to OFAC Rules and Regulations.

Collects and distributes daily reports for management.

Reconciles Debit Card and ATM activity.

Renders Loan and Deposit notices.

Reviews and process accounts payable, ensuring accuracy and reasonableness of billing.

Reviews proof batches for accuracy and corrects rejected items.

Assists customers with questions related to online banking, mobile banking and bill pay.

Process daily overdraft decisions and large item review.

Renders CD Interest and IRA distribution checks.

Process wire transfer requests in accordance with policy and procedures.

Reconciles internal checking accounts.

Assists with the returned mail / dead letter process.

Assists customers with debit card problems and conducts necessary

research for disputes and chargebacks.

Answers incoming calls, identifies and resolves the customer’s needs in a timely and professional manner.

Complies with all BSA/AML policy and procedures as related to this position.

Processes bank originated ACH files including return ACH files.

Records and manages storeroom supply activity.

Assists with postage application and delivery of outgoing mail.

Processes entries to internal accounts and customer accounts as needed.

Reviews and approves mobile deposits according to procedures.

**Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.