

JOB POSTING NOTICE



POSITION: Deposit Operations Support

LOCATION: Sulphur Springs, TX

SCHEDULE: Monday - Friday 8:00 am - 5:00 pm

POSITION PURPOSE

This position is primarily responsible for smooth and efficient deposit operations support for staff. Promotes team participation throughout the department and organization. Manages support for deposit operations to ensure staff and customer satisfaction and compliance with all policies and procedures. Perform tasks associated with processing customer transactions via telephone, fax, mail, and e-mail. This employee assists branch staff to offer the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Personify Alliance Bank's mission statement of *The best in all we do*.
- Ability to read, write and speak the English language, bilingual helpful.
- Three (3) years' experience in banking or job-related field and one (1) year of training and/or education or a combination of education and experience providing equivalent knowledge.
- Must possess excellent interpersonal communication skills and have the ability to deal with and respond to employees, customers, third party vendors, and salespersons with tact, diplomacy, and a sense of urgency.
- Ability to communicate well over the telephone using proper grammar and telephone etiquette and projecting eagerness and enthusiasm to the customer.
- Ability to solve problems by considering multiple solutions to the same problem or multiple methods of arriving at a solution.
- Ability to communicate, solve problems, work in a group, and promote cooperation within the group.
- Ability to prioritize own tasks and responsibilities to ensure that excellent service to our staff and customers is accomplished before most administrative functions are processed.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Schedules are prepared based on business need and subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Process business functions within Silverlake, Q2, Centrix, Fedline, Logic Path, Loomis, and other software or vendor sites.
- Assist with the project process within the operations department.
- Assist with any duties within deposit operations such as:
 - Operations & branch support
 - ATM disputes
 - Daily NSF & unposted list
 - Small Business reporting
 - Freedom Checking reporting
 - IRA reporting
- Back up all job duties within the department for business continuity purposes.
- Back up and assist the Imaging & Quality Control Department, Electronic Payments Department, Legal department, Fraud department and debit card department when needed.
- Attendance and punctuality a must.

This is a summary of the requirements and essential functions.
The full job description is available upon request.

Qualified applicants should submit a resume to HR@Alliancebank.com.



AN EQUAL OPPORTUNITY EMPLOYER