

Commercial Deposit Operations Specialist– Pewaukee Office

The Commercial Deposit Operations Specialist works with the commercial lending team and the deposit operations department to support the bank's treasury management clients and their operational activity. This role also includes being a point of contact and support to our commercial account holders.

Essential Functions:

- Facilitate the new account, customer onboarding process, due diligence, process coordination, interdepartmental communication, and overall organization and facilitation of deposit requests
- Effectively and accurately manage inbound client calls to the Treasury Management support line, handling requests such as basic account or product inquiries, online banking product requests, wire transfer requests, fraud resolution, and more
- Make outbound client calls to discuss account needs, approvals, and other situations that arise
- Assist in completing pricing analysis, review, onboarding and offboarding for analyzed accounts
- Coordinate the setup of commercial products including online banking, remote deposit, fraud prevention tools, wire transfer services, and ACH origination services
- Review electronic banking transactions for accuracy and eligibility, meeting timelines for file submission
- Strengthens trust between the client and the bank through positive interactions and presenting mutually beneficial solutions
- Monitoring of ACH daily activities including limits, returns or errors, and daily reporting
- Research and resolve issues that arise on deposit accounts or electronic banking services and escalate unresolved issues to management in a timely manner
- Remain current on fraud trends, identifying suspicious or potentially fraudulent transactions, and assists clients with education and resolution of situations involving suspected fraud
- Effectively communicate relevant client and account information to the client's relationship manager
- Remain current with and adhere to all regulatory requirements and training
- Assist in both internal and external audits
- Actively participate in Westbury Bank's commercial and community events
- Perform other duties as assigned

Employee Benefits

Westbury Bank offers a comprehensive and high-quality of benefits to support you throughout your career. Our offerings include:

- Medical, Dental, & Vision Insurance
- Paid Time Off
- 10 Paid Holidays
- 401(k) with competitive company match
- Company Paid Life & Disability Insurance

Job Location

Pewaukee

Position Type

Full Time

To be considered for this exciting opportunity, click [Here](#) to complete an online application.

Email resumes to Human Resources: careers@westburybankwi.com

Westbury Bank is An Equal Opportunity Employer/Disabled/Veteran