

Retail Deposit Operations Specialist – Pewaukee Office

Job Description

Westbury Bank has an opening for a full time Retail Deposit Operations Specialist. This position is part of a team that supports all back-office functions related to deposit account activity and maintenance including transaction processing, customer and account change maintenance, document audit, and fraud investigation. In addition, a Retail Deposit Operations Specialist will assist with training others within and outside the department. We are looking for someone that demonstrates exceptional customer service skills, a positive attitude, and the ability to work in a fast-paced environment where prioritizing multiple demands is a must. A Retail Deposit Operations Specialist must have a thorough understanding of policies, procedures and regulations pertaining to the work of the department. If you enjoy interacting with fun team of coworkers, come join the Westbury Bank team.

Job Responsibilities

- Monitor and address all non-post items, returned items, overdrafts, check adjustments, stop payment items daily.
- Process mobile and merchant capture deposits and meet timelines for file submission.
- Process general ledger and account level monetary transactions as required.
- Process daily customer, account and debit card maintenance requests in accordance with Bank policy and procedures.
- Monitor and process daily reports including tracking and follow up on incomplete items or discrepancies.
- Review and process new account documents and report account exceptions.
- Process automated clearing house rejections, returns, or disputes in accordance with NACHA operating rules
- Process fraud returns for debit cards and checks in compliance with federal regulations.
- Review and advise on IRA and HSA transactions, remaining current on IRS changes.
- Research and resolve issues that arise on deposit accounts or with transaction posting, bringing the issue to the appropriate parties in a timely manner.
- Escalate questionable transactions or recurring issues to Retail Deposit Operations Manager in a timely manner
- Assist in protecting the bank and customers from fraud by remaining current on fraud trends, identifying suspicious or potentially fraudulent transactions, and taking immediate action when potentially fraudulent activity is recognized.
- Assist in improving procedures and processing systems, identify potential issues and provide solutions.
- Remain current with and adhere to all relevant regulatory requirements and training;
- Maintain the confidentiality of the Bank's customers;

Employee Benefits

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

- Medical, Dental, & Vision Insurance
- Paid Time Off
- 10 Paid Holidays
- HSA Company Match
- 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/Minority/Female/Disabled/Veteran