



## **Operations Assistant**

Performs a variety of financial and clerical duties in the areas of accounting including reconciling bank accounts and gather data for report preparation. Duties also include researching of bank and customer information and problem resolution including bank errors on all types of customers' accounts, internal bank accounts and processing exceptions.

### **Job Functions:**

- Review and print required, notices and statements
- Process incoming and outgoing wire transfers
- Knowledge of Fedline, First Horizon, Fiserv Applications, and internet banking
- Process debit card, check and ach fraud
- Review large dollar reports
- Process exceptions items (Chargebacks, Overdrafts, Non-posts, Stop Payments, etc.)
- Process adjustments and errors
- Monitor daily ACH reports
- Review all deposit account documents for accuracy, completeness and compliance to policy, procedure, and regulations
- Perform required deposit account maintenance on banking system
- Monitor activity including wire requests, ACH processing, deposit processing, account research requests, and other customer request which need to be handled timely
- Maintain current knowledge and be compliant with regulations and bank policies and procedures including Bank Secrecy Act (BSA) and Office of Foreign Assets Control (OFAC) requirements
- Process Garnishments and Subpoenas
- Review mobile capture deposits
- Other functions to support Deposit Operations

### **Job Requirements:**

- High school diploma or GED required
- Associate/Bachelor's Degree or 3-5 years job related experience
- Job related experience must include operations and accounting
- Detail oriented
- Strong organizational and computer skills
- Ability to research and solve problems independently
- Willingness to learn new products and technology
- Professional and a good communicator

Screenings will include credit and background checks. 41 C.F.R. 60-300.5(a) 12 41 C.F.R. 60-741.5(a)7

Contact [heathers@citizbank.com](mailto:heathers@citizbank.com) for application.

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