



EXCEL FEDERAL CREDIT UNION

POSITION DESCRIPTION

Position: **Deposit and Support Services Manager**

Reports to: Executive Vice President, Operations

Summary: The Deposit and Support Services Manager is responsible for the efficient operation and administration of the credit union's deposit operations department. The Deposit and Support Services Manager manages the Operations Team and ensures the duties of the department are completed in a timely and accurate manner. Deposit and Support Services Manager works with the Member Engagement and Lending Manager to develop and implement the strategic objectives of the credit union for the department and ensures compliance with periodic audits and examinations as well as provide/facilitate operational support for the front-line staff.

Duties and Responsibilities:

- Supervise completion of daily deposit and payment operations tasks that may include the following functions:
 - ACH Processing
 - NSF/Share Draft Processing
 - Returned Deposit Items
 - Wire Transfers
 - Online & Mobile Banking
 - Mobile Deposit review/posting
 - Bill payment processing
 - Privacy Opt Outs
 - Card Services (Debit, Credit and ATM)
 - Manage fraud platform for Card Services
 - Dormant accounts and Escheatment Process
 - Negative Accounts (Shares and Drafts)
 - Fraud (new account, check deposit, Remote Deposit and debit/credit card)
- Assist in the resolution of errors and processing issues for members
- Research problems from vendors or correspondents
- Work closely with accounting on general ledger balancing as it relates to payment operations processing
- Process outgoing / incoming domestic and wire transfers
- Provide support as needed to Retail Branches for help with assisting members
- Maintain users for specialized systems used for payments and processing

- Maintain daily, monthly, quarterly and annually metrics for department
- Maintain record retention within the department
- Represents the credit union as appropriate in its relationships with members, sponsor organizations, suppliers, other financial institutions, and similar groups.
- Other duties as assigned.

Skills/Abilities:

- 3-5 years of supervisory experience
- Proficient computer skills including Excel and Financial Software required and appropriate systems for the tasks outlined above.
- Ability to lead during change and experience with process improvements will be valued
- 3-5 years Payment or Operations experience within the financial services industry a must

Education Requirements:

- Associate's degree or an equivalent combination of education and experience

