

**Job Title** Deposit Operations Representative

**Short Description** Jax Federal Credit Union is seeking a Deposit Operations Representative to be a part of the Deposit Operations Department, serving as expert to more complex Credit Union services. Assists as the primary resource for questions from our retail team. Meet or exceeds daily department operational expectations. This position will handle member and department calls providing accurate and timely information to resolve issues that exceeds service expectations. Provide support to branch operations for deposit related products and services. Assist internal and external members via phone, email, fax, and online. Monitors and ensures compliance with internal policies and procedures. Works to deliver a high level of service level excellence to internal associates and members. Work with manager to ensure processes, procedures and resource center documents are up to date and accurate. Report to manager any issues with processes, training needs or process improvements.

**Full Description** Jax Federal Credit Union is seeking a Deposit Operations Representative to be a part of the Deposit Operations Department, serving as expert to more complex Credit Union services. Assists as the primary resource for questions from our retail team. Meet or exceeds daily department operational expectations. This position will handle member and department calls providing accurate and timely information to resolve issues that exceeds service expectations. Provide support to branch operations for deposit related products and services. Assist internal and external members via phone, email, fax, and online. Monitors and ensures compliance with internal policies and procedures. Works to deliver a high level of service level excellence to internal associates and members. Work with manager to ensure processes, procedures and resource center documents are up to date and accurate. Report to manager any issues with processes, training needs or process improvements.

Location: Corporate Office, 562 Park Street, Jacksonville, FL 32204  
Status: Full-time (approximately 40 hours per week)

- Major Duties and Responsibilities**
- Perform daily operations tasks:
    - o Answer department hotline inquiries. Assist associates and member with questions pertaining to the credit union products, services, processes and procedures.
    - o Resolve problems within authority to resolve. Refer problem beyond authority to their supervisor, along with recommendations.
    - o Review reports of address changes, research requests, verification of deposits and the like.
    - o Processes and posts all incoming and return mail for the Credit Union.
  - Identifies data processing exceptions (i.e. Checks, ACH, Certificates, etc.) and performs research to resolve the problem. Researches and provides Check Copies/Statements by associate requests. Assures that appropriate records are maintained and required reports are prepared.

- Contacts other departments, members and/or outside agencies to resolve common problems.
- Accurately posts corrections, adjustments, and exceptions to members' accounts.
- Performs other related duties as assigned.

## Knowledge and Skills

### Experience

Six months to two years of experience in deposit operations or Financial Services. Other related experience may be considered.

### Education/Certifications/Licenses

A high school education or GED.

### Interpersonal Skills

Courtesy and tact are essential elements of the job. Work involves personal contact with customers and others inside and outside the organization, generally regarding fairly routine matters for the purposes of giving and obtaining information or instructions, updating or referring. Communications generally require shorter and not in-depth discussions.

### Other Skills

Strong computer aptitude including an intermediate proficiency in Microsoft Word and Excel. Strong attention to detail needed. Must have excellent oral and written skills, along with a professional demeanor. Must possess ability to problem solve and focus on effectiveness. Strong organization skills needed along with adaptability and flexibility. Must be self-directed and understand the sense of urgency.

## ADA Requirements

### Physical Requirements

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### Working Conditions

The noise level in the work environment is usually moderate.

### Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic mathematical calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous

different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

#### Acknowledgment

Nothing in the position description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

<b>Education</b>	A high school education or GED.
<b>Additional Comments</b>	Apply online by visiting: <a href="https://www.jaxfcu.org/careers/">https://www.jaxfcu.org/careers/</a>
<b>Credit Union</b>	Jax Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Aimee Haga
<b>Email</b>	ahaga@jaxfcu.org
<b>Phone</b>	904-475-8023
<b>Fax</b>	904-350-9356
<b>Expiration Date</b>	08/05/2022