



## Job Posting

<b>POSITION TITLE</b>	Operations Generalist
<b>DEPARTMENT / LOCATION</b>	Operations Center (E. Palm Valley Blvd.)
<b>SALARY</b>	Commensurate with Experience
<b>FLSA STATUS</b>	Non-Exempt
<b>POSTING DATE</b>	08/13/2021

R Bank's foundation is our community, our customers, our employees, our shareholders and our bankers. We are a locally owned and operated business with a value proposition of developing a high touch relationship with our customers while providing high tech solutions to their financial needs. The technology that we employ allows us to provide a state of the art banking experience in a relaxed environment.

### **GENERAL DESCRIPTION/PURPOSE:**

The Operations Generalist is responsible for performing operational support duties to ensure that all facets of the department as well as the bank operate effectively and efficiently. This position performs daily operational tasks that support functions of various core processing systems, including operation requests from bank personnel as well as customers with given authority level and ensures that all requests are completed in a timely manner.

### **COMPANY GENERAL POLICY & PROCEDURE:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competence of the employee in performing his or her job duties will be demonstrated, maintained and improved on an ongoing basis.

The statements contained in this position description reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the position.

### **DUTIES AND RESPONSIBILITIES:**

- Responsible for daily Automated Clearing House (ACH) origination procedures, including processing files from clients and internal systems, returns, reversals, and rejects.
- Responsible for sending, receiving, and processing Wire Transfers including the preparation, processing, and maintenance of documentation related to wires.

- Daily processing of Chargeback Items, Charge Off Accounts, Collection Items, Debit Card and EFT Disputes, Stop Payments, and Reclamations.
- Maintenance of Returned Mail.
- Assist or complete required monthly operational reports/reconciliations.
- Complete required BSA / AML training, adhere to BSA / AML requirements and R Bank policy, and report any abnormal loan activity on high risk customers.
- Other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- High school graduate or equivalent. Preferred, but not required, two or four year college degree.
- Minimum of 4 years banking experience including a general knowledge of branch operations with experience in a file processing environment.
- Understanding of teller and new account processes.
- Understanding of basic accounting principles.
- Experience in processing and transmitting ACH.
- Understanding of eBanking.
- Excellent verbal and written communication skills.
- Ability to organize and manage multiple priorities.
- Ability to maintain composure under pressure.
- Ability to work efficiently and accurately in an atmosphere of frequent interruption.
- Ability to read, understand and carry out verbal and written instructions and to request clarification when needed.
- Proficient in arithmetic, bank practices and procedures.
- Must be team oriented and have the ability to work with other personnel collaboratively.
- Ability to be self-motivated person with an outgoing and pleasant personality.
- Excellent typing and work processing skills. Ten-key calculator, typewriter and keyboard skills. Familiarity with bank software, word processing, database management and Internet based software programs.

**PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to speak Spanish

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use

hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel, or crouch. The employee must frequently lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

**BENEFITS PACKAGE:**

R Bank is committed to the success of our employees. We offer an attractive benefits package including Medical, Dental, Vision, Life, Disability, 401k, EAP, and the R Best Foot Forward Program. You can learn more about R Bank and our services at [www.r.bank](http://www.r.bank).

**APPLY:**

If you meet all of the minimum qualifications for this position and would like to apply, please upload your updated resume via [www.r.bank](http://www.r.bank). Questions may be emailed to [HumanResources@r.bank](mailto:HumanResources@r.bank).

**R Bank is subject to Executive Order 11246 and to the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA). It is the policy of R Bank to provide equal employment opportunity to all qualified applicants for employment without regard to race, color, religion, national origin, sex, age, veteran status or disability.**