



**Job Title:** Cash Management Support Officer  
**Reports To:** VP/Director of Digital Banking  
**FLSA Status:** Exempt  
**Approved Date:**

## **SUMMARY**

Supports the Branch Network and Commercial Department as a Cash Management Support Officer with primary focus on Cash Management services as listed below; oversees supervision of support staff.

- ACH Payroll Services
- Internet Wire Services
- Remote Deposit Services
- Positive Pay Services
- Account Reconciliation Services
- ACH Cash Concentration Services
- Merchant Services
- Cash Sweep Services
- CDARS/ICS Services
- Personal and Business Credit and Debit Cards

This position is the primary point of contact for internal and external customers regarding the above services.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### Customer Service

- Ability to meet the public well and to deal effectively with their questions or problems.
- Knows the Bank's products and services thoroughly.
- Continuously demonstrates a helpful, friendly attitude and is committed to providing excellent customer service.
- Serves as a model of excellent customer service to other employees.
- Handles customer complaints or questions and refers them to the appropriate party to remedy the situation.
- Works with business customers at their location to configure various Cash Management services.

### Commercial Cash Management Support

- Attends the weekly Commercial Team Meeting to assist the Commercial Team with their business clients needs
- Oversees the direction of the Cash Management Support Team
- Maintains an Excel spreadsheet tracking the current Cash Management Services pipeline
- Provides timely response to all customer inquiries
- Assists Mortgage, Commercial and Retail Divisions on Cash Management Inquiries and Set Up
- Other duties that may be assigned by management

### Security

- Adheres to all bank policies and procedures and to internal controls and system access restrictions.
- Maintains neat and orderly work area and ensures that all negotiables and confidential records are properly secured.
- Understands role in case of robbery, whether victim or bystander, and knows proper post-robbery procedures.
- Presents professional appearance that evokes the customer's trust.

## **CRITICAL SKILLS**

- Ability to establish and maintain effective working relationships with department co-workers and employees and officers in other departments.

- Self Development: pursue additional education or training to remain current, improve knowledge, and diversify skills.
- Customer confidentiality - never reveals or divulges customer information to anyone outside of the bank.
- Versatility - Ability to multi-task under pressure and fast paced environment.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION and/or EXPERIENCE**

Associates/ bachelor's degree or at least 3-5 years in Cash Management (ACH and Wire processing) and 3-5 years of supervisory experience.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Position requires a person with a pleasant and professional personality who has excellent customer service skills, has good organizational skills, and has good time management skills.
- Ability to adhere to BCT's Core Values: Integrity, Teamwork, Growth, Customer Commitment, Community Focus
- Ability to work independently, as well as part of a group, is essential.
- Ability to understand and carry out oral or written instructions
- Must have ability to operate a computer, adding machine, and standard office equipment
- Ability to read and interpret documents such as contracts, and business financial statements
- Ability to speak in a clear and understandable manner and write legibly.
- Ability to apply common sense in understanding and carrying out instructions furnished in written, oral, or diagram form.
- Ability to attend any internal or external training courses deemed necessary for continuing education in the respective field.

## **SMOKE-FREE WORKPLACE**

BCT is a 100% smoke-free company.

## **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 stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and, frequently lift and/or move up to 25 pounds.