

JOB DESCRIPTION

JOB TITLE: Item Processor
DEPARTMENT: ABCS
REPORTS TO: Deposit Operations Supervisor
FSLA Status: Non-Exempt

POSITION SUMMARY: Provides assistance for Branch, Merchant, and Consumer Capture as well as ACH, Internet Banking, Bill Pay and bookkeeping activities.

PRIMARY DUTIES AND RESPONSIBILITIES: (90%)

- (20%) 1. Provides Electronic/Mobile banking support and maintenance and answers other incoming telephone calls. Provides Ecorp client file origination monitoring and support. Processes US Mail for Bank and WIN and bills branches for postage.
- (20%) 2. EIM Duties: Process Non-Post, NSF, Stop Pays, and Controlled Accounts items for the system. Corrects errors from previous day (i.e. account numbers and truncodes). Processes overdraft notices for the system. Charges back all incoming returns. Charges back all out-going returns. Processes all returned items (stamp, fold, stuff envelope, and mail). Processes ACH returns, NOC logs and large dollar return notifications. Performs all Ipay maintenance and balances Ipay general ledger accounts. Prepares statements, both checking and savings. Renders statements for delivery. Assists with statement processing problems.
- (15%) 3. Maintains bulk filing check system and check retrieval and document scanning. Processes cash letters to and from Federal Reserve.
- (15%) 4. Processes incoming and outgoing ACH/PIM files and monitors exceptions. Performs end of day balancing functions for the system.
- (15%) 5. Scans checking, savings and loan items into Director.
- (5%) 6. Processes daily transaction items. Performs reject re-entry and balancing of captured proof work. Verifies signatures. Runs clearings and over-the-counter work through sorter. Keys turbo edits and rejected items. Balances work.

SECONDARY DUTIES AND RESPONSIBILITIES: (10%)

- 1. Performs routine maintenance on machines (proof, inserter and mail).
- 2. Assists supervisor with problem resolution of the following products tied to the check processing system: TCM, Image Statements, Sorter
- 3. Conducts system research.
- 4. Other duties as may be assigned.

The statements contained in this job description describe the general nature and level of work being performed by the person accepting this role. "Secondary Duties and Responsibilities" are considered incidental or secondary to the overall purpose of the job. This job description does not state or imply the only duties and responsibilities assigned to this job. Employees holding this job will be required to perform any other job-related duties requested by management. All job requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ROLE QUALIFICATIONS:**Education**

- High school diploma or general education degree (GED)

Experience

- 1-2 years data entry or proof experience and/or training
- Or equivalent combination of education and experience

Other Skills/Characteristics (TBD)

- Ability to accurately/efficiently operate 10 key
- Numeric/math skills related to error resolution and error identification
- Proficient in the use of Microsoft Word and Excel

Performance Measures (TBD)

- Maintains familiarity with changes in procedures and new techniques within the data center and in the field of data processing in general.
- Maintains confidentiality of customer account information. Follows established policies and procedures in responding to inquiries and requests.

By signing below, I acknowledge I have read and understand the Job Description above.

Employee Signature _____ Date _____