

Bank Legal Administrative Clerk

Department: Deposit Services

Direct Reports: Angela Otis

Location: Operation Center

Indirect Reports: Ann Smith

Essential Duties and Responsibilities The purpose of this Deposit Services position is to process and complete various operational tasks in accordance with Federal laws and Regulations. This person will also assist in daily operational support for the Security Officers and Branch Personnel.

- Analyze Verafin alerts pertaining to suspected elder abuse.
- Assisting the Security Officer in case preparation and reporting of suspected elder abuse.
- Maintains and reviews ICS/CDARS agreements, orders, reports, rate sheet, and balancing.
- Complete and provide support to branch for Regulation CC holds.
- Review legal documentation and provide support on Guardianship accounts.
- Review reports and mail letters pertaining to overdrawn HSA accounts.
- Process payments and review safe deposit box reports.
- Assists customers on exceptional E/EE/H Bond situations.
- Process HUD and Medicaid Estate Recovery correspondence.
- Maintains confidentiality to protect the customer and the Bank.
- Answers internal and external telephone calls and identifies the needs of the caller.
- Adheres to security and transaction processing policies and procedures.
- Any other responsibilities as may be assigned from time to time.

Qualifications:

- Knowledge, Skills, & Abilities
 - Exceptional attendance.
 - Knowledge of our core processing software and Deposit Operations processes.
 - Excellent understanding of all products and services, along with their benefits to customers.
 - Excellent telephone and email communication skills with Branches and Departments.
 - Ability to exercise good judgment.
 - Strong problem solving skills.
 - Display a positive attitude, initiative, and flexibility.
 - Demonstrate accuracy and attention to detail.
 - Ability to organize, prioritize, and deal with pressure.
 - Knowledge of Microsoft Office.

Working Environment:

- Monday through Friday banking hours (Occasional projects outside banking hours)
- Office building with workstation

Education/Experience:

- College Degree or equivalent Work Experience – (Preferred)