



Position Description

Item Processing Specialist

Identifying Information:

- Department: Item Processing
- Reports To: Item Processing System Administrator/Assistant Administrator
- Location: Lebanon, Ohio Operations Center
- Full Time Hours: Monday-Friday 9:00 A.M.-6:00 P.M. (ending hours may vary)
- Part Time Hours: Days and hours could be flexible 10:00 A.M.-2:30 P.M.
 - Part Time Employee duties may not be all of the duties listed below

Summary:

- IP Specialist is responsible for keying items from branches/teller work/departments. Items are keyed and balanced to prepare electronic files for transmitting to Data Processing &/or Correspondent Bank. IP is also responsible for processing Exception Items...Non-Post, NSF's, Returns/Chargebacks. IP works closely with the branches/departments as needed to balance all work scanned for processing. There are various other duties performed in IP and everyone is cross-trained to keep the duties on a rotating schedule.

Essential Duties and Responsibilities:

- Work with items to prepare for scanning/balancing and transmission for final processing
 - Items would be from departments/branches/Merchant Capture/Mobile Banking/Lock Box
 - Make any necessary adjustments to balance transactions
 - Teller/Customer corrections
 - Call teller or customer when necessary
 - Communicate effectively with branches/departments for scanning/balancing issues
- Process Exception Items (EIP)
 - Non-Post: research to find solution to items that did not post and key accordingly.
 - NSF's: key and process all items worked at branch level to pay or return items and prepare notices for customer.
 - Chargeback/Return Items: Download file to print Items being returned and determine how to handle the item for processing and prepare notices for customer. Process items being credited back to a customer for fraud, stop payment, etc. and send file out for Return processing.
- Process all files coming in and going out of the bank.
 - R.E.D. transactions (Merchant Capture Deposits)
 - Mobile banking transactions
 - Incoming/Outgoing Image Cash Letters
 - Cash Letter Adjustments
- Prepare Canadian items to send out as a paper deposit
- Resolve any items put into "Suspense" the previous business day
- Research for customers/departments that need copies of checks, statements, signature cards, loan docs, etc.
- Supply orders for the department

Required Traits/Behavioral Competencies:

- Must be detail oriented and organized
- Strong attention to detail is a must
- Ability to examine documentation for accuracy
- Excellent oral and written communication skills with both internal and external customers
- Ability to work effectively with co-workers within the company
- Strong work ethic with the ability to work overtime as necessary
- Work well under pressure

Qualifications/Education/Experience:

- High School Diploma or equivalent
- Prior banking experience preferred, but not mandatory
- General office skills
 - Able to use computer with working knowledge of Microsoft Office
 - Operate printers/scanners/calculators, etc.
 - Typing and 10 key skills

Job Competencies/Skills:

- Decision making
- Productivity, utilize time well
- Working knowledge of Excel, Word, etc.
- Strong verbal and written communication skills
- Work independently

Physical Requirements:

- Must be able to remain stationary position up to 75% of time.
- Must be able to lift up to 10 lbs.

Work Environment:

- Office setting/Open Concept
- Cubical/desk
- Business Casual/LCNB attire allowed
- Full Time Monday through Friday
- Part Time days and hours to be determined