

Treasury Management Operations Specialist

JOB TITLE: Treasury Management Operations Specialist
DEPARTMENT: Operations
REPORTS DIRECTLY TO: TBD
STATUS: Non-Exempt
DATE:

DIRECT REPORTS: None Currently

BASIC PURPOSE:

The purpose of the Treasury Management Operations Specialist is to service, manage, and assist in the support of LCNB National Bank's Treasury Management products consisting of but not limited to Cash Management Services, Remote Deposit Capture Service (R.E.D.), Lockbox, and aspects of Public Fund Relationships. This position will assist Business Development staff on occasion utilizing the product knowledge of both the Commercial Account and Lending side of the business. In addition, this position will provide technical support and is responsible for providing excellent customer service to all Treasury Management clients and prospects.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following are the essential duties and responsibilities of the Treasury Management Operations Specialist:

1. Assist sales officers with the onboarding of new clients, including the preparation of paperwork for new Treasury Management products.
 2. Complete the set-up of new Treasury Management Products on the bank's systems.
 3. Provide primary phone support for Cash Management clients and assist with any necessary ongoing training.
 4. Provide backup phone support for Remote Deposit Capture (RED) clients and assist with any necessary ongoing training.
 5. Participate in the Cash Management review process including completion of review documentation.
 6. Participate in the Remote Deposit Capture (RED) review process including completion of review documentation.
 7. Assist in the management of all agreement and documents involved in any of the Treasury Management products.
 8. Assist sales office with duties such as updating agreements as necessary and providing additional trainings as needed including but not limited to regular annual communications to customers on any rule changes or product updates.
 9. Participation in the managing and coordination of Public Fund Account relationship and bids.
 10. Any other responsibilities as may be assigned from time to time.
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POSITION SPECIFICATIONS & SCOPE:

- **MINIMUM EDUCATION/EXPERIENCE REQUIRED:**
 - High school diploma or equivalent education required. A minimum of one year branch and/or bank operations experience.
- **KNOWLEDGE, SKILLS, & ABILITIES:**
 - Knowledge of financial institution policies and procedures is a must.
 - Knowledge of Treasury Management products and services is preferred.
 - Excellent organizational skills and able to manage multiple assignments together.
 - Computer and Internet knowledge including the use of an Internet browser and be able to differentiate between different kinds of Operating Systems.
 - Good attendance is a must.
 - Excellent telephone communication skills using clear and pleasant voice in order to communicate effectively.
 - Ability to exercise good judgment.
 - Strong problem-solving skills.
 - Display a positive attitude, initiative, and flexibility.
 - Demonstrate accuracy and attention to detail – this is a must
 - Ability to organize, prioritize, and deal with pressure.
 - Knowledge of Microsoft Office.
- **WORKING CONDITIONS:**
 - Normal office environment.
 - Typical weekday banking hours but should be flexible to work Saturday hours.
 - Limited travel is possible.
- **CONTACTS:**
 - Frequent interaction with Branch Staff and Department Personnel.
 - Frequent interaction with customers, both external and internal.