



## **Deposit Operations Supervisor – InBank, Denver Metro**

The Deposit Operations Supervisor is responsible for working closely with the department manager to coordinate the daily workflow within the department and to ensure timely and accurate processing of member transactions, requests and inquiries, including handling all exception item processing from all the functions handled within the department. They are also responsible for performing a variety of duties and data processing processes the Bank's Deposit Operations Team. A focus of this job is to assist in creating efficiencies and promoting operational support that is integral in delivering exceptional customer service.

### **Essential Job Functions:**

- Plan and schedule the daily workflow and coordinates with other areas as required to ensure compliance with service standards and regulatory requirements.
- Perform quality control oversight for the Deposit Operations department as well as all retail and business branch documentation to ensure compliance with policy and regulatory (BSA) requirements.
- Perform daily tasks as assigned, but not limited to, ACH and wire processing, reconciliations and customer service functions.
- Coordinate the development of operational workflows for maximum efficiency.
- Assist with disaster recovery tests which are conducted annually.
- Coordinate, write and maintain operational procedures, policies and/or Operations Manuals.
- Review Overdraft accounts and coordinate the customer contact process leading to Charge Off as applicable.
- Assist with the Operational Risk Committee in the capacity of keeping minutes and distributing meeting notes.
- Participate in and review Internal audit results to identify areas for improvement
- Develop performance driven reporting to ensure efficiency and consistency
- Conducts regular staff meetings to ensure compliance with all Bank policies and procedures
- Dormant account monitoring and reporting.
- Cross functional department support (Treasury Management, Finance, Lobby Staff).
- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate InBank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.
- Other duties as assigned.



**Minimum Qualifications:**

- High School Diploma or equivalent.
- Minimum 5 years of banking and/or financial industry related experience.
- 2+ years supervisory experience in a bank environment.
- Proficient in all Microsoft Office Products; 10-key touch is preferable.
- Strong working knowledge of bank products and services.
- Excellent communication skills.
- Ability to handle pressure and meet deadlines.
- Ability to work in and facilitate a team environment.

**Preferred Qualifications:**

- Accounting or bookkeeping experience

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InBank is an Equal Opportunity Employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, or any other characteristic protected by applicable federal, state, or local laws.