Waukesha State Bank

151 E St Paul Ave PO Box 648 Waukesha WI 53187-0648
Phone: 262-549-8506 Fax: 262-574-4209 E-Mail: hr@waukeshabank.com

Deposit Services
Deposit Services Specialist

Dept Hours:	Monday – Friday, 8:00 a.m. – 5:00 p.m. Occasional Saturdays and additional hours as necessary

Job Duties:	• Providing internal support to Personal Bankers and other bank personnel on deposit account questions and issues
	• Providing direct customer service when more complex customer problems or situations arise
	• Having daily responsibility for one or more of the following tasks:
	  • Overdraft Processing
	  • Return Items Processing / Fraud Report Review
	  • ACH Processing
	  • Non-Post Processing / General Ledger Balancing
	  • New Deposit Account Check Back / General Maintenance
	  • IRA Processing (RMD Calculation, Rollovers, Transfers, etc.)
	  • HSA Processing and Maintenance
	  • Repurchase Account Processing
	• Additional responsibilities as required by Manager or Assistant Manager

Job Qualifications:	• Knowledge of bank deposit account structures, products and any of the processes listed above • At least 1-2 years of experience in a deposit-side operational position in a financial institution • At least 6 months of experience opening new accounts • Ability to handle difficult customer situations and resolve problems with sound judgment and tact • Ability to work independently and take initiative to help the department meet daily goals • Excellent organizational and telephone communication skills • Proficiency in Microsoft Word and Excel • Genuine commitment to friendly customer service • Desire to work in a community bank and represent WSB in a professional and ethical manner at all times
Preferred Skills:	Spanish fluency a plus!!

If you have an interest in or would like more information about this position, contact Human Resources at (262)549-8506 or HR@waukeshabank.com.

Excellent Benefits • Equal Opportunity Employer