

Certificate of Deposit/IRA New Accounts Clerk

Relationship Management System Clerk

Department: Account Services

Reports to: Account Services Supervisor

Supervises: None

Summary: Responsible for maintaining the CD, IRA and RMS records and operations of the Bank.

Requirements: High School Diploma or equivalent required.
Previous banking experience preferred.
Ability to operate standard office equipment, i.e. computer, copier, etc.
Team player and ability to adapt to changing environment.

Specific Job Functions:

New Account Information/Account Maintenance

Review accuracy of new account information after it has been entered into the system for CD/IRA/RMS. Correct and maintain log of any incorrect information. Required to be knowledgeable of all types of CD and IRA accounts the bank offers. Additional account maintenance performed as needed. Maturity and renewal notices are reviewed for accuracy and mailed daily. Review and mail Interest Checks on a weekly basis.

CD Signature Card Files

Maintain signature card files for new and closed CD accounts. All documents are filmed before being filed. Files are updated with new accounts daily along with the removal of closed accounts. Any required documents that have not been received are added to a pending list that is kept up to date and reported to appropriate personnel as required.

Item Processing

Process unposted items by determining cause and making appropriate corrections.

IRA File & Account Maintenance and Required Reporting

Maintain files with required documents. Review and maintain accounts monthly to ensure each account is in balance. Prepare and mail required reporting notifications and documents in a timely manner.

Stop Payments

Process stop payment forms verifying all required information. Maintain stop payments in the system and filing of original forms.

Reg. CC Delayed Availability

Process Reg. CC delayed availability items and forms.

Customer Service/Branch Support

Provide exceptional customer service to any customer inquiring or requesting assistance with their account. Provide branch personnel with solutions and/or guidance for day to day bank operational issues.

Miscellaneous

All other duties as assigned.