

LIBERTY BANK

Client Services Specialist Job Description

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| TITLE: | Client Services Specialist | CATEGORY: | Full Time |
| SEGMENT: | Central Operations | REPORTS TO: | Deposit Operations Manager |
| SHIFT: | Monday-Friday; 8:00 a.m.–5:00 p.m. | DATE: | October 28, 2021 |

SUMMARY

The Client Services Specialist is responsible for providing administrative and operational support within the bank's internal operations activities in accordance with established guidelines. Resolves moderate to complex operational or customer issues. Establishes and maintains appropriate controls and records. Develops and prepares reports relating to specific projects. Works under limited supervision and exercises good judgment within guidelines.

Assures compliance with all Bank policies and procedures, as well as, all applicable state and federal banking regulations. Complete required Compliance Training, including BSA/AML.

ESSENTIAL DUTIES

1. Provide back-office support to frontline staff and clients; including: cash management, online banking, bill pay, ACH, wire transfers, core system, website, debit cards, cash advance, exception processing, teller capture, remote deposit capture and mobile banking.
2. Provide back-up support to frontline staff, tillering and opening new accounts, as needed.
3. Ability to work in a paperless environment. Save all documentation electronically.
4. Phone support. Answering of the main phone line and providing solutions and/or directing the call to the appropriate colleague.
5. Manage Regulation E disputes and processes, including customer information and document gathering, submit and monitoring claims within compliance of the regulation.
6. Processes Levies and Garnishments.
7. Assist with fraud and/or identity theft issues.
8. Process Fed Returns and Adjustments daily.
9. Process ACH files through Cash Management system daily.
10. Process notices daily.
11. Perform Operational Certifications to ensure compliance (monthly, quarterly, and semi-annually).
12. Participate in assuring quality control regarding audits and certifications, as well as document gathering for audits and exams.
13. Process Wires. Incoming and outgoing wires received through all platforms.
14. Process bank supply ordering.

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15. Review and maintain the inactive/dormant accounts and the annual reporting to the state. Process notices.
16. Assist BSA designee and/or BSA Officer; accurate and timely prepares CTR Reports, Suspicious Incident Reports, monitor cashier's check activity, wire transfer activity, ACH activity, and reviews deposits in excess of \$5,000.
17. Responds to inquiries or refers inquiries to the appropriate department or person, and exhibiting the necessary follow through with customers and/or staff involved.
18. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
19. Provides exceptional customer service and assists in resolving problems within given authority.
20. Follows policies and procedures; completes tasks correctly and on time; supports the Bank's goals and values.

SECONDARY DUTIES

May perform all related branch sales, customer service and transactional duties in the absence of staff members or in overload situations.

SUPERVISORY RESPONSIBILITY

The position of Client Services Specialist is not directly responsible for the supervision of any employees.

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- 4 years of Banking experience required. Work related experience must consist of operations, compliance and supervisory background would be helpful.
- Intermediate experience, knowledge and training in branch operation activities, terminology and products and services.
- Intermediate knowledge of related state and federal banking compliance regulations, Bank operational policies and procedures, and the Bank's products and services.
- Ability to cross-sell and explain all operation products and services with confidence and authority.
- Excellent organizational and time management skills.
- Advanced skills with Microsoft Word, Excel, PowerPoint, Outlook, and Adobe.
- Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, train personnel, write correspondence and procedures, speak clearly to customers and employees.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.

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- Ability to work with minimal supervision while performing duties.

These above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management reserves the right to change this position description at any time according to business needs.

We are proud to be an Equal Opportunity Employer.

Employee Signature

Date

Manager Signature

Date