



Deposit Operations Supervisor

First Resource Bank, headquartered in Exton PA, is looking for a Deposit Operations Supervisor that will report to the Executive Vice President, Chief Operations Officer (COO) and oversees the daily operations of the Deposit Operations staff.

The Deposit Operations Supervisor is responsible for providing direct supervision to staff and providing hands-on support whenever needed. In addition to supervisory duties for the department, this position coordinate's staff coverage, works to create efficiencies while enhancing procedures, provides support to other departments of the bank to resolve more complex customer service issues, and takes on special projects within the department.

Primary duties include:

- Manage and monitor the productivity and daily functions of the Deposit Operations staff to ensure compliance with Bank policies and regulatory requirements and to maximize operation efficiencies and operational excellence.
- Provide support, assistance, and backup processing for all deposit operations functions including, but not limited to: NSF, chargebacks, exception item processing, Fed Adjustments, wires, ACH originations, debit cards, electronic banking, bill pay, and remote deposit capture.
- Advise the COO or other members of the management team on identification and implementation of process flow improvements while considering controls and compliance and ensuring efficient and consistent processes including updating departmental procedures.
- Ability to communicate with bank department Managers/Officers to promote efficient and correct workflows, establish positive working relationships across the organization.
- Contribute to the development of operational strategic goals and objectives and overall management of the deposit operations department.
- Maintain continuous lines of communication and keeping the COO informed of critical issues.
- Represent the Bank externally, as necessary with vendor relationships.
- Provide team development and leadership of the deposit operations team.
- Promote a culture of high performance and continuous improvement that values a commitment to quality.
- Monitor staff performance, conduct annual performance reviews, and administer salary adjustments, develop goals for individuals, assign accountabilities, set objectives and priorities.
- Mentor and develop staff using a collaborative approach.
- Assist with implementation of new product deliveries and services, testing, and rollout including post-implementation.
- Point of contact, SME (subject matter expert) relative to all aspects of the deposit products including digital banking, wire, positive pay and ACH origination.
- Maintain and demonstrate proficiency with deposit services core applications.
- Assist with gathering items for Internal Audit request and Compliance requests.
- Stay current on compliance and regulations via participation of internal bank online training and webinars/seminars when appropriate.
- Promote the image of First Resource Bank in a professional and positive manner.
- Trained in all aspects of the deposit operations to cover all duties when needed.
- Other duties as assigned.

Skills / Requirements:

- High school diploma or equivalent
- At least three years related experience required.
- Recruits, interviews, hires, and trains new staff.
- Oversees the daily workflow of the deposit operations department.
- Provides constructive and timely performance evaluations.
- Handles discipline of employees in accordance with company policy.
- Strong supervisory and leadership skills.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift up to 50 pounds at times.

At First Resource, you will enjoy an incredible family-style, community-focused atmosphere. Our excellent benefit package reflects the respect and appreciation we have for our team members. The education you will receive at FRB about the banking industry is second to none. Because we are rapidly growing, there are many opportunities for advancement.

We offer:

- Excellent annual compensation commensurate with experience
- Health, dental, vision, short- and long-term disability and life insurance
- Enrollment in 401K plan with company contribution (after 6 months of service)
- Optional enrollment in ESPP stock plan (after 6 months of service)
- Paid time off.

Additional days off for Federal Holidays

First Resource Bank is an Equal Opportunity Employer

Send resume, cover letter and salary requirements to HR@FirstResourceBank.com to apply.