



1st Capital Bank

POSITION DESCRIPTION

Title: Treasury Services Specialist III

Reports to: Treasury Services Operations Manager

FLSA Status: Non-Exempt

Here at 1st Capital Bank, we are seeking an experienced Treasury Services Specialist III (TSS) to join our outstanding Treasury Services team on-site in Salinas, CA. The TSS is primarily tasked with supporting day-to-day activities in e-banking, treasury products and services, and lockbox. As the Treasury Services Specialist, you ensure excellent experience for internal and external customers, helping answer questions, fulfilling requests, and troubleshooting while adhering to policies and procedures. If you value great customer experiences and enjoy solving complex situations, we invite you to apply.

1st Capital Bank offers a welcoming, friendly work environment and caring attitude toward its employees. The Bank places great value on its employees, realizing its success as a community bank is largely due to an extraordinary staff.

Our mission is to provide sustainable value to our Customers, Communities, Team Members, and Shareholders. We aim to achieve this using our five values: Integrity 1st, Responsive Relationships, Passionate Service, Creative Nimble Solutions, and Prosperity Together. Integrating this into our work helps us achieve our vision of Cultivating Thriving Communities.

We offer competitive compensation and a strong benefits program which includes:

- Medical/Dental/Vision/Additional Life Insurance
- Life Insurance and Long-Term Disability Insurance – employer paid
- Vacation
- Sick Leave
- Observed Holidays
- 401(k) plan with an employer matching contribution
- Health Savings Account or Flexible Spending Account
- Employee Assistance Program
- Up to 40 hours a year of paid volunteer time to devote at local nonprofit agencies

Sample of duties include, but are not limited to:

- Collaborate with Treasury Services Operations Manager and team members to ensure department procedures are updated as processes change.
- Train team members on an ad-hoc basis, on day-to-day functions of e-Banking, treasury products and services, and lockbox.
- Provide support to e-Banking functions, treasury services and lockbox.
- Annual certification and attestation of HIPAA rules.
- Collaborate with Bank relationship managers on new applications for treasury services. Ensure documents are collected to complete application package.

- Complete ACH and/or Remote Deposit Capture (RDC) business risk determination form for credit review and decision.
- Install RDC software on new and existing customers' computers unaided.
- Troubleshoot RDC software and hardware unaided. May require travel to business location.
- Enter new online banking applications into the administration system.
- Troubleshoot ACH batch submission errors.
- Provide support for business and personal customer online bill pay inquiries.
- Perform regular periodic reviews of ACH Origination and Remote Deposit Capture (RDC) transactional activity.
- Review system generated activity reports daily.
- Promptly process time-sensitive customer requests (i.e. wire transfers, stop payments, ACH, positive pay returns, etc.).
- Review, assess, and process the Verafin Fraud report.
- Accurate and timely entries for daily call logs.
- Collaborate with Central Operations team to furnish necessary supporting documentation for any ACH origination return and/or correction notifications.
- Report potential enhancements and/or resources that may achieve department efficiencies.
- Precise communication with internal departments regarding mutual customer relationships.
- Accurate and timely entries for timecard management.
- Prompt completion of required compliance and information security training.
- Essential duties and responsibilities of Treasury Services Specialist I and II.

Education/Experience:

- High school diploma or equivalent.
- Seven years of experience in banking with a minimum of three years in e-Banking and/or treasury management specific experience.
- Above average proficiency of computer, mobile phone, internet, smartphone apps, bank applications, and Microsoft Office suite of products.
- Proficient written and verbal communication skills, including accurate grammar and business correspondence knowledge.
- Previous customer service and/or phone support experience is preferred.

Comprehensive knowledge of:

- e-Banking, treasury products and services, deposit products, and lockbox.
- Internal control measures and regulatory compliance.
- Hardware device compatibility with computers (i.e. check scanners).
- Integration of software programs between computers and connected hardware device(s).
- Online banking functions and features to include mobile applications.
- Troubleshooting internet browsers, software programs, and various hardware types.
- Positive pay system functionality and file transmissions.
- ACH file specification and Fedline transmission of ACH files.
- NACHA Operating Rules & Guidelines – updated annually.

About 1st Capital Bank:

1st Capital Bank is a locally owned and managed community bank headquartered in Monterey County. We provide professional banking, including credit and cash management services to businesses, professionals, and residents throughout California's Central Coast. 1st Capital Bank is a 5 Star "Superior" rated bank by Bauer Financial.

1st Capital Bank is an Equal Opportunity Employer and qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, genetic information, protected veteran status, or disability.

Compensation:

Competitive compensation, dependent on experience, in the range of \$24 - \$29 per hour.

Location:

On-Site in Salinas, California.