



***Understanding that exceptional people... create exceptional circumstances!***

**Who we are:** We are a small private bank that knows our clients by name, understands their banking needs and works as a team to provide the highest level of service possible. We provide modern banking strengthened by a renowned tradition of service. We offer our clients choice and flexibility in managing their finances, while preserving the personal touch and accessibility they expect from a Private Bank.

**What to expect:** Driven by shared values of team spirit, commitment, responsibility, and innovation, all our teams are focused on delivering a truly personal service. All team members, regardless of their role, help create better, deeper, more personal relationships with our clients, while offering them a greater level of service and opportunity. As a subject matter expert, you will have access to all decision makers. Everyone in the bank is focused on creating the best possible client experience imaginable.

**Here's what you'll do:** The **Senior Central Operations Specialist** is responsible for a variety of regular and recurring operational functions to support Central Operations. Provides coverage for Wire Transfer and ACH processing, Exception Item processing, EFT Error & Fraud Mitigation, Dormant and Escheatment process, and processing of levy, garnishment, and subpoenas for the bank. In addition this role includes back up duties for Client Services personnel. Other assigned duties include:

- Complete exception item processing including but not limited to non-posts, stop payments, chargebacks, NSF items, and daily recap of posted exception report.
- Process incoming and outgoing wires.
- Reconciliation of Central Operations GLs and applicable Bank Control Accounts (i.e., Cashier's Check, Expense Checks, Interest Checks, ACH in Process).
- Prepares monthly Certifications.
- Review and ensure incoming large checks posting to customer's accounts meet review criteria.
- Inactive/Dormant account review and reporting.
- Enter Stops Payment request from customers.
- Process daily return deposited items.
- Research, process and monitor all fraud claims, credit/debit posting, and adjustment claims.
- Perform daily callback of Central Operations reports.
- Prepares IOLTA reports and remittance.
- Processes and/or provides back up to ACH daily settlement, ACH returns, ACH reversals, Same Day ACH, ACH exceptions, returns, decedent account reviews, reclamations and ACH origination.
- Processes and/or provides backup to Remote Deposit Capture review, Mobile Deposit review, Positive Pay and other Treasury Management Services as implemented by the Bank.
- Process all incoming and outgoing check collection request.
- Process all incoming legal process request including but not limited to levies, garnishments, and subpoenas.
- Research and process Reg. E claims, customer disputes, and post account credits according to required time frames.
- Research, reports and remits unclaimed properties according to individual state's escheatment requirements.
- Provide the highest level of customer service possible to all EH Private Bank's clients and employees.



### **What you Need to Succeed:**

- 3-5 years' experience working in centralized operations or branch environment in banking.
- Working knowledge of compliance and BSA.
- High school diploma or Associate degree (AA) or equivalent combination of education and experience preferred.
- Core banking system experience such as DCI iCore360, Ensenta, Fed-line, PCBB, and FIS preferred.
- Computer skills including Microsoft Teams 365, Excel, Outlook, and word.
- Ability to prioritize tasks to meet deadlines and efficiently complete assignments.
- Strong attention to detail.
- Self-motivated.
- Ability to interact with all levels of management and team members.

### **What's in it for You:**

EH Private Bank offers competitive compensation and incentive packages, along with a comprehensive benefits package that includes:

- *Competitive salary.*
- *Excellent comprehensive benefits package includes medical HMO or PPO, dental, and vision.*
- *Bank paid life insurance and long-term disability.*
- *Matching 401(K).*
- *Vacation and Sick Benefits.*
- *Paid Bank Observed Holidays.*

We offer a highly desirable work environment with committed banking professionals who value teamwork and collaboration. If you have an interest in becoming a part of the EH Private Bank team, please send us your resume and qualifications via email to: [careers@ehprivate.bank](mailto:careers@ehprivate.bank)

### **INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT**

EH Private Bank is an equal opportunity employer committed to diversity and inclusion. All qualified applicants for employment at EH Private Bank will receive consideration for employment without regard to race, religion, color, sex, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, age, protected medical condition, disability, or any other protected status in accordance with all applicable federal, state, and local laws.