

Senior Operations Processor & Analyst

Job Brief

This is a full time position with primary responsibility for the day to day processing within the trust accounting system. Core duties include setup and maintenance of customer accounts, posting transactions timely and accurately, and completing reconciliation activities related to systems and third party processing.

RESPONSIBILITIES:

- Processes daily trust transactions (e.g. deposits, withdrawals, etc.) in trust accounting system
- Submits approved ACHs for processing; logs and prints checks; processes voids & stop payments in trust accounting system
- Completes end of day postings from recordkeeping system to trust accounting system and related reconciliation on a daily basis
- Prepares daily settlement and bank transfer requests and initiates related transfer of funds via US Bank
- Provides phone support to our trust customers through an automated phone queue (ACD line).
- Reviews and completes new provider and trust account setups in recordkeeping system and trust accounting system
- Manages and processes special requests from trust administration as requested for needed maintenance of the trust accounts
- Handles special distribution processes (e.g. claims from outside insurance companies & family claims)
- Works independently to complete assigned tasks on a timely basis with minimal errors.
- Must effectively work with administrative and operational personnel.

REQUIREMENTS:

- Two year college degree in business, finance, or related field, or similar experience
- Three years business experience; banking or trust experience a plus
- Strong attention to detail and accuracy
- Self-directed and results oriented with effective problem solving skills
- Excellent written and oral communications skills
- Proven knowledge and ability to use multiple computer systems
- Self-starter willing to work multi-task projects and processes
- Demonstrated knowledge and ability to use Microsoft Excel and Word