

Operations Support Specialist

Summary

Northwest Bank serves the business and professional communities of Idaho, Oregon and Washington. We were founded in 2008 on the idea that experience and exceptional service matter and should be expected, and that banks should be strong partners with their customers in finding creative financial solutions that work.

To achieve that goal, we need great people on our team. People who share that vision and our values, who know their customers and work hard for their benefit, and help the whole team succeed.

About this Position:

The Operations Support Specialist is responsible for processing incoming and outgoing wire transfers, general ledger reconciliations, and ACH origination file review.

Being a great Operations Support Specialist requires an attention to detail, and focus on providing both external and internal customers with timely, responsive and exceptional service in accordance with the Bank's mission, vision, core values and customer service standards.

Are you right for this position? In this position, you will:

- Perform assigned duties in accordance with the Bank's Mission, Vision and Core Values; and provide the Bank's customers with timely, responsive and exceptional service in accordance with the Bank's customer service standards
- Process incoming and outgoing wire transfers; verify accuracy of transactions and approvals, meet deadlines and maintain records
- Process operational accounting reconciliations, certifying and researching daily general ledger accounts, including ATM transactions, ACH returns, Fed returns and adjustments, fraud activity, loans, deposits, non-posts, due from accounts and Fed funds
- Respond, investigate, research and prepare documentation related to Reg E error resolution claims and complete claims in compliance with regulatory requirements
- Process daily NSF, Nonpost, Chargebacks and Stop Payments using the Exception Item Module
- Review and track international ACH transactions (IAT)
- Review and track customer ACH file origination; supporting FFIEC guidelines
- Provide customer service both internal and external supporting the Bank's customer service standards
- Perform other duties as assigned

Minimum Qualifications

- High school diploma or general education degree (GED); and 2-5 years' experience in banking and/or related field
- Strong organizational skills required; ability to meet deadlines and handle multiple tasks simultaneously
- Thorough knowledge of bank policies and procedures
- Knowledge of finance, accounting, budgeting, and cost control principles
- Knowledge of federal and state financial regulations
- Computer skills including Windows-based software, word processing and spreadsheet applications, internet usage, electronic mail, and bank software
- Effective oral and written communication skills

If this sounds like the right position for you, please send a cover letter and resume to Sydney.steele@northwest-bank.com.