
SVP, Deposit Operations & Client Experience

Full Time, Exempt
Reports to President & CEO
May 1, 2019

Overview:

The SVP Deposit Operations and Client Experience is a key member of the Bank's management team and will play a significant role in the growth of the organization. Key expectations are to oversee the overall deposit product/service delivery and deposit operations of the business, coordinate with other departments to ensure successful delivery of related services, build and grow a high performing team of professionals, and implement new products and services – all with the goal of delivering a legendary client experience while effectively managing the many risks that exist in the business.

Scope of Responsibilities:

Service & Product Delivery

Is responsible for managing and supporting daily operations that support our clients and deliver on our mission of providing clients a personalized experience and peace of mind. Activities include: implementing and monitoring our customer identification program (CIP), new account opening, customer service, customer and transaction risk monitoring, item processing, overdraft processing, exceptions/adjustment processing, account reconciliation, transaction research and dispute resolution, ACH file processing, ATM settlements, personal/business online banking, debit cards, RDC, wire transfers, and other transactional activities and services including but not limited to treasury management products and services.

Leadership

- Build a highly professional and scalable team by growing skills of existing team members and recruiting new talent as the Bank grows.
- Ensure that deposit operations and client experience objectives are being met and take appropriate action when necessary to develop alternative solutions or approaches when improvements are needed.
- Able to articulate the Bank's vision and provide functional guidance to team.
- Lead the branch and deposit operations staff through new product implementation and related compliance.
- Maintain industry awareness of new developments in deposit operations technology that are in line with the Bank's strategic goals.
- Prepare reports and analyses setting forth progress, trends, and appropriate recommendations or conclusions.
- Communicate business and departmental objectives to the functional teams to ensure they remain informed

Policy & Process

- Formulate recommendations concerning operational procedures and service offerings to Executive Management to enhance Bank services and streamline processes.
- Ensure the integrity of operational controls, timeliness and accuracy in audits, and record keeping.

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- Responsible for establishing and updating policies and procedures for operations.

Quality Control & Compliance

- Ensure customer experience standards are met via methods including spot-checking input for accuracy, handling telephone inquiries, and participating in day-to-day processing as needed.
- Conduct periodic assessments of branch procedures and records to ensure compliance with Bank policy and regulations
- Ensure operational and banking regulatory soundness and ensure compliance with applicable laws and regulations.

What we're expecting:

- Bachelor's degree.
- Proven operations management skills and ability to meet production parameters, review internal controls, and meet processing requirements.
- Minimum of 10 years banking experience.
- Demonstrated leadership skills including the ability to think strategically, recruit and manage talent, and lead change.
- Strong project management skills with a focus on building high performance relationships and processes to drive projects forward.
- Technological savvy.
- Proficiency in MS Office and bank core and ancillary systems.
- Excellent written and verbal communication skills.

Interested:

Please send a cover letter and resume to jobs@seattlebank.com.

Seattle Bank considers for employment and hire qualified candidates without regard to race, religious creed, religion, color, sex, sexual orientation, genetic information, gender, gender identity, gender expression, age, national origin, ancestry, citizenship, protected veteran or disability status or any factor prohibited by law, and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, provincial and municipal laws. The company also prohibits discrimination on other bases such as medical condition, marital status or any other factor that is irrelevant to the performance of our teammates. Candidates must possess authorization to work in the United States, as it is not the practice of Seattle Bank to sponsor individuals for work visas. Employment at Seattle Bank is on an at-will basis.

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