



Cashmere Valley Bank

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Bank Services Specialist

Location: Cashmere, WA

Department: Information Services

FLSA Status: Non-Exempt

Grade/Level: \$19.15 - \$25.61

Work Schedule:

Available to work Monday through Friday from 8:00 am to 5:30 pm with overtime as necessary.

Job Status: Full Time

Reports To: Information Systems Operations Officer

Amount of Travel Required: None

Positions Supervised: None

POSITION SUMMARY

Responsible for processing all incoming/outgoing items, including exception items and verification of maintenance in a positive and structured team environment. Performs moderately complex assignments in accordance with standard procedure.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Process exception items.
- Process incoming Fed Return items and send return file to AFS for processing.
- Item Processing/ Capture and reject reentry for outgoing items.
- Troubleshoot help desk cases. Level 1 help desk support.
- Download and process in-clearings from FRB. Send x937 files to FRB. Verify FRB in-clearings total with PCBB.
- Process Teller Capture, cut and send runs, verify balances at EOD.
- RDC suspended item verification. Download and process RDA runs to Core.
- Cross Application and Bond redemption verification.
- Verify the Clearing House draw down request.
- Process, verify and release ATM runs.
- Key CD/ IRA check numbers and send log to Finance.
- Move prior day 4Sight report to Optical. 4Sight end of day & start of day completion.
- Monitor CRM Que and item processing email.
- Generate & verify Canadian cash letters on PCBB. Create & verify foreign currency orders on PCBB.
- Work branch clearing forms prior day.
- Put captured work in boxes for destruction and work with the shred company.
- Generate and send debit card orders to AB Corpe.
- Pick up & sort mail from post office to departments. Back up mail room duties.
- Process statement and item research requests.
- Adhere to all policies, procedures and regulatory compliance requirements for Cashmere Valley Bank.
- Regular, in person attendance is essential.
- Model and uphold the Mission Statement of Cashmere Valley Bank.
- Other duties as assigned. Job descriptions and duties may be modified if deemed necessary by management.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.

- Confidentiality - Keep all customer financial information strictly confidential.
- Customer Service - Ability to demonstrate continuous quality customer service to internal and external customers.
- Decision Making - Ability to make critical decisions while following company procedures.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Multi-task - Ability to prioritize, manage and perform multiple tasks as warranted.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Professionalism - Practice a high degree of professionalism with a positive attitude.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Reliability - The trait of being dependable and trustworthy.
- Team Player - Contribute to an overall team effort by being an effective team player.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Training - Successful completion of all in-house and off-site training as required.

SKILLS & ABILITIES

- Education:** High School Graduate or General Education Degree (GED): Required
- Experience:** None
- Computer Skills:** Ability to operate a variety of office equipment.
- Certifications & Licenses:**
- Other Requirements:**

PHYSICAL DEMANDS

- N (Not Applicable)** Activity is not applicable to this position.
- O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	C	21-50 lbs	O
Manually Manipulate	F	51-100 lbs	N
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	O	Push/Pull	
Crawl	O	12 lbs or less	O
Squat or Kneel	O	13-25 lbs	O
Bend	O	26-40 lbs	N
Grasp	F	41-100 lbs	N
Speak	F		

Other Physical Requirements

- Vision (Near, Distance)
- Sense of Sound - Ability to hear employees on the phone.

WORK ENVIRONMENT

Cashmere Valley Bank's work environment is generally considered low risk in environmental conditions such as extreme noise, heat, cold or atmospheric exposures. The possibility for personal injury is low.

Prepared by: HR Department Date: 5/17/2024

Employee Signature: _____ Date: _____

Supervisor/ Manager
Signature: _____

Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.