



JOB TITLE: Trust Operations Clerk I
FLSA STATUS: Non-exempt

PRIMARY PURPOSE OF JOB

Under general supervision of the Trust Operations Manager, this position provides clerical support and processes operational procedures for the Trust Department. Duties may include performing daily trade and wire transactions, answering inquiries, producing court accounting documents, generating checks and paying bills, initiating ACH origination, placing any necessary holds as directed, proofing end of day balancing and providing back up to Trust Operations Clerk II.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS - *Other duties may be assigned*

- Processes operational procedures for the Trust Department such as – generating and mailing checks, paying bills and tax or insurance payments for trust customers, verifying editing log for daily factors, reporting voids, reversals and overdrafts issues to Trust Manager, placing any necessary holds in order to reflect no overdrafts, initiating ACH origination by 1 PM, sending and verifying thirty-day check letters, scanning all daily work for electronic files.
- Maintains and balances listed suspense accounts monthly; remits federal tax withholding to GL account, remits state tax withholding using website, remits fee withholding to GL account reporting discrepancies to Trust Manager.
- Maintain Real Estate Taxes Log, Payment & accurate tracking
- Reviews and verifies assigned accounts monthly to maintain accurate balances for necessary remittances.
- Maintain and balance listed suspense accounts monthly; remits federal tax withholding to GL account, remits state tax withholding using website, remits fee withholding to GL account reporting discrepancies to Trust Operations Manager
- Provides backup for Trust Operations Clerk II, cross-training as necessary.
 - Court accounting, Trust Committee Prep, Northern Trust/ACMS, Customer Statements & Daily Factors, ETC.
- Provides effective client service by answering client questions in a timely, accurate manner, investigating inquiries independently or by consulting with a supervisor.
- Complies with bank and Trust Department operations and security policies and procedures by participating in various dual-control functions.
- Maintains client confidentiality and protects bank operations by guarding client’s personal and account information; being vigilant regarding potential information security threats.
- Develops and maintains an in-depth knowledge of core processing system and current Trust Department products and services, as well as corresponding policies, procedures, and processes, by completing assigned training; stays current on regulations affecting Trust Department products and services.
- Maintains a professional appearance and work area; dressing in accordance with bank dress code; keeping work area stocked with required supplies; organizing workspace for efficiency and appearance; reporting malfunctions of computers and other equipment.
- Represents bank in various community, civic, and community reinvestment functions to further enhance the bank’s image and develop additional business.
- Contributes to a team effort by completing other duties as needed and/or assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Good attention to detail and ability to minimize errors in work.

- Good interpersonal and communication skills focused on excellent client service inside and outside bank.
- Some basic understanding of bank’s products and services; good understanding of Trust Department products and services.
- Basic computer skills and basic knowledge of Microsoft Office such as Word and Excel.
- General knowledge of math calculations and accounting principles.
- Ability to demonstrate positive and helpful demeanor requiring diplomacy and tact in communication.
- Ability to establish and maintain effective working relationships with staff.
- Willingness to perform other duties as assigned.

ORGANIZATIONAL CORE COMPETENCIES

Building Trust: *Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.*

Client Focus: *Ensuring that the client perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet clients’ and own organization’s needs.*

JOB SPECIFIC COMPETENCIES

Contributing to Team Success: *Actively participating as a member of a team to move the team toward the completion of goals.*

Engagement Readiness: *Demonstrating a willingness to commit to one’s work and to invest one’s time, talent, and best efforts in accomplishing organizational goals.*

Managing Work (includes Time Management): *Effectively managing one’s time and resources to ensure that work is completed efficiently.*

Quality Orientation: *Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.*

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent required.
- One to three years of similar or related experience preferred.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents & reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with coworkers and clients in person or on the phone.				X
Sitting: Must be able to sit for long periods of time.				X

Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and check equipment.	X			
Lifting/Pulling/Pushing: Must be able to lift 25 pounds with or without reasonable assistance.			X	
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X
Driving: Must be able to drive locally on occasion for work-related assignments.	X			

The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate levels of noise. Occasional travel may be required to collect client documents.

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

We offer an excellent benefit package. Competitive salary based on education and prior work experience.

\$18.13/hour

Hours of work: 30 hours week

Monday – Friday: 9:00am – 3:00pm

Part-Time/non-exempt

EOE/AA/Veterans/Disabled

Please forward a resume to: humanresources@esbfinancial.com, and complete application located at www.esbfinancial.com.