

## JOB TITLE: CASH MANAGEMENT ASSISTANT MANAGER

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Location: Farmington

Type: Full-Time/ Non-Exempt

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### **Position Summary:**

Assist the Cash Management Manger with the operations of the Cash Management Department which consists of a deposit portfolio for small and middle market businesses who primarily work in the insurance industry and are located throughout fifty states. Manage performance of Cash Management Specialists.

### **Qualifications Required:**

- High School Diploma or equivalent
- Minimum of three years' banking experience with Cash Management
- Minimum of three years supervisory experience
- Proficient in using Excel, Word, Outlook

### **Essential Functions & Responsibilities:**

- Assist the Cash Management Manager in the operations of the Cash Management Department.
- Ensure successful onboarding of new clients.
- Provide high level customer service and ensure staff does also.
- Develop/direct action plans to satisfy support needs, critical client issues and areas that need to be address with clients.
- Assist in the implementation of custom plans to meet the client's cash management requirements for business banking clients.
- Proactively communicate regularly with Bank clients and outreach efforts via phone calls and follow-up emails.
- Conduct and supervise the completion of all daily, weekly and monthly operational duties including but not limited to: processing wire transfers/processing ACH/foreign drafts/deposits/payments/overdrafts/Reactivation of dormant accounts/processing returned deposited items/positive pay/Remote Deposit implementation/, cross-sell bank products.
- Supervise Cash Management Specialists.
- Works closely with Cash Management Manger to improve overall staff performance.
- Provide staff with performance management and progressive discipline as needed with HR support.
- Provide coaching and training to staff for operational duties and Bank's products and services.
- Assess and track weekly staff performance i.e. operational duties/outreach portfolio calling/follow-up items with new clients.
- Complete tasks assigned by the Cash Management Manager.
- Promote teamwork and a positive collaborative work environment.
- Develop a strong knowledge of bank services and products and ensure staff does also.

Salary Range: \$50,000-\$70,000

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