

JOB TITLE: CASH MANAGEMENT SPECIALIST II

Location: Farmington

Type: Non-Exempt/Non-Officer
40 hours per week/One day remote after 90 days

Position Summary:

The Cash Management Specialist II role is responsible to manage a deposit portfolio for small and middle market businesses who primarily work in the insurance industry and are located throughout 50 states. Cash Management Specialist II are responsible for strategically developing, qualifying, and closing opportunities with assigned accounts. This position is responsible for sales, customer service, product management, implementation and product development of new cash/treasury management business; as well as expanding existing business relationships and maintaining product profitability.

This role also requires a wide range of support for deposit operations and is responsible for working with internal and external customers via phone and email. The role requires analyzing, preparing and presenting financial reviews to prospects and clients, by making comparisons and product recommendations to help improve overall efficiencies.

Qualifications Required:

- High School Degree or equivalent
- Minimum four years Banking Deposit Services Experience
- Proficient in using Excel, Word, Outlook and other applicable software

Qualifications Desired:

- Cash Management experience
- Sales Experience

Essential Functions & Responsibilities:

- Primary responsibilities: provide comprehensive cash management solutions, cross-sell bank products, onboard new clients
- Present and prepare financial reviews for new prospects and existing portfolio clients
- Develop and manage an assigned portfolio of existing State Associations and business clients
- Build strong customer relationships with clients and service needs
- Develop a solution to emerging customer problems and needs
- Partner with internal operations teams to create solutions based on customer needs, including appropriate pricing strategies, solution implementation and future customer growth potential
- Schedule and perform annual compliance reviews for assigned portfolio clients

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- Monitor, review and enhance profitability of all assigned relationships
- Join client calls by phone where needed to discuss Cash Management implementation and product solutions
- Advise, educate and engage clients on a variety of technological solutions and resources
- Create pre-filled documents and proactively follow up with customers to answer questions and ensure the proper completed of returned documents in preparation for submission
- Responds to customer inquiries about business cash management services
- Develop account relationships with contacts at multiple levels within customer organizations
- Achieve weekly, monthly and annual activity goals, while supporting bank-wide goals
- Follow through from call handle time to after call follow-up
- Assist with customers' online banking and remote deposit inquiries and troubleshoot as needed
- Demonstrate good working knowledge of cash management banking products and services
- Process wire transfers, ACH, foreign drafts, deposits/payments and overdrafts
- Reactivation of dormant accounts, processing returned deposited items, maintenance verification, and inputting new customer and file maintenance information for deposit accounts on the bank systems
- Complete account reconciliations for overnight sweep accounts, prepare necessary agreements and forms that adhere to compliance requirements related to sweep accounts and services
- Perform supervisor override operational duties as needed
- Attend and work State Association Trade Show Conferences as needed

Salary range \$55,000-\$75,000