

TITLE: DEPOSIT OPERATIONS MANAGER
REPORTS TO: AVP, RETAIL
CLASSIFICATION: EXEMPT
LOCATION: Hybrid
DATE: 10/02/2026

JOB DESCRIPTION

Summary/Objective

The Deposit Operations Manager provides leadership and oversight of the Bank's deposit operations, electronic banking services, and call center activities. This position oversees key operational functions, including ACH transactions and wire transfers, debit card and ATM services, online and mobile banking, transaction disputes, and other deposit-related services.

The Deposit Operations Manager ensures operational accuracy, regulatory compliance, effective internal controls, service excellence, and departmental efficiency. The position leads process improvement initiatives, oversees complex research and escalated operational matters, maintains departmental procedures, and collaborates across the organization to support operational and strategic objectives.

As a member of the Retail Management team, the Deposit Operations Manager maintains a strong understanding of the Bank's operations, financial performance, industry trends, customer needs, and strategic priorities. The position supports organizational initiatives and ensures Deposit Operations activities comply with First Federal's policies, procedures, and applicable regulatory requirements.

Essential Functions:

- **Leadership and Team Development**

- Oversees all operational aspects of deposit services, electronic banking, and call center functions.
- Provides direction, coaching, training, and professional development to department employees while managing performance to meet Bank goals, service standards, and departmental expectations.
- Creates and maintains a professional and service-oriented environment within the department and throughout the organization.
- Supports employee selection, onboarding, retention, development, training, and performance management.
- Monitors staff workload and daily activities to ensure appropriate departmental coverage, equitable distribution of responsibilities, and timely completion of assigned duties.
- Identifies training opportunities and ensures employees maintain the knowledge and skills necessary to perform their assigned responsibilities effectively and remain current with changes to regulations, systems, products, policies, and procedures.

- **Communication and Collaboration**

- Represents the department in meetings and participates in committees related to departmental operations, organizational initiatives, system implementations, and process improvements.
- Maintains effective communication with internal departments, vendors, and other third parties to resolve operational issues and coordinate changes affecting deposit operations.
- Promotes information sharing, cross-training, and continuous learning among Deposit

Operations staff and other Bank employees.

- Provides guidance, assistance, and backup support for all deposit operations functions as necessary.
- Serves as an escalation point for complex operational, employee, and customer matters.

- **Deposit Operations and Customer Support**

- Oversees deposit transaction services, including checking and savings account servicing, statement and exception processing, ACH transactions, wire transfers, returned deposit items, stop payments, electronic banking, and dispute processing.
- Monitors incoming and outgoing call center activities to ensure customer interactions are accurate, timely, professional, and consistent with established service expectations.
- Oversees departmental operations to ensure compliance with Bank policies, procedures, regulatory requirements, and internal controls while promoting operational efficiency, accuracy, and service excellence.
- Oversees ATM and debit card services, including card applications, card maintenance, fraud and unauthorized transaction claims, ATM balancing and reconciliation, and related electronic banking services, while providing operational support and backup as necessary.
- Provides oversight of mobile banking, business online banking, retail bill pay, and related fraud prevention and support services.
- Oversees the investigation and resolution of lost or stolen debit cards, compromised accounts, and other card-related matters, ensuring appropriate protective actions are taken.
- Reviews and oversees operational processes related to accounts in overdraft status and ensures required communications and account actions are completed in accordance with applicable policies and regulatory requirements.
- Reviews and assists with complex or escalated Deposit Operations transactions and research as necessary.
- Participates in the evaluation, testing, implementation, and ongoing support of new systems, products, services, and enhancements affecting Deposit Operations.
- Understanding of Visa rules and policies
- Oversee general ledger balancing

- **Reporting, Compliance, and Procedures**

- Oversees research, analysis, reconciliation, and reporting related to deposit accounts and operational activities.
- Prepares and provides accurate departmental reports and management information as requested.
- Collaborates with Risk and Compliance to identify, monitor, investigate, and escalate potential fraud, suspicious activity, operational risk, and compliance concerns.
- Develops, reviews, and maintains current departmental procedures, workflows, and internal controls.
- Ensures changes to regulations, systems, products, and operational processes are appropriately incorporated into departmental procedures and employee training.
- Assists with internal and external audits, examinations, compliance reviews, and corrective action plans involving Deposit Operations.
- Monitors operational exceptions and recurring issues and recommends corrective actions or process improvements when appropriate.

- Establishes, monitors, and evaluates appropriate operational controls, including segregation of duties, dual controls, system access, transaction authorities, reconciliations, exception management, and other safeguards designed to mitigate operational and fraud risk.
- **Security, Customer Resolution, and Community Engagement**
 - Maintains and ensures adherence to all applicable security policies and procedures.
 - Manages escalated customer issues and complaints related to Deposit Operations and ensures appropriate research, documentation, resolution, and follow-up.
 - Encourages department employees to participate in corporate and community activities as representatives of the Bank.
 - Ensures departmental compliance with applicable federal and state laws and regulations, including Bank Secrecy Act/Anti-Money Laundering requirements.
 - Promotes awareness of fraud prevention, information security, customer confidentiality, and operational risk within the department.

Required Education and Experience

- Bachelor's degree in business, finance, accounting, management, or a related field, or an equivalent combination of education and relevant banking experience.
- Minimum three years in supervisory or management role, including demonstrated employee coaching and development skills.
- Minimum of five years of related banking, deposit operations, electronic banking, or financial services experience.
- Accredited ACH professional (AAP) or National Check Professional (NCP) preferred.
- Strong leadership, motivational, training, and performance management skills.
- Experience with Fiserv products and systems preferred.
- Proficiency in Microsoft Office applications, including strong skills in report preparation, spreadsheets, and word processing.
- Working knowledge of applicable federal banking regulations governing deposit operations and electronic funds transfers, including but not limited to Regulations CC, E, and DD.
- Knowledge of applicable NACHA Operating Rules and CFPB requirements related to assigned responsibilities.
- Knowledge of Federal Reserve Operating Circulars applicable to the Bank's deposit and payment operations.
- Strong understanding of operational controls, fraud prevention, risk management, and regulatory compliance.
- Excellent organizational, analytical, problem-solving, communication, and interpersonal skills.
- Ability to research and resolve complex operational issues while maintaining accuracy and attention to detail.
- Commitment to ongoing professional development through seminars, training programs, industry resources, and continuing education.
- Ability to communicate effectively orally and in writing with employees, management, customers, vendors, and other business partners.

Competencies

- Ethical Practice – Being in accordance with the rules or standards for right conduct or practice; following processes, procedures, policies, laws, and regulations that govern the Bank; moral uprightness; honesty

- Integrity –
 - Behavioral: Doing the right thing; acknowledge mistakes and demonstrate accountability for actions;
 - Job-based: Ensuring accurate data throughout the organization
- Communication –
 - Delivering Messages: Ability to deliver clear and accurate messages across a variety of mediums to audiences of all sizes and backgrounds. Ensures that the delivered message is clear and understood by the listener
 - Listening: Understands information provided by others. Listens actively to others' views and concerns. Seeks further information to clarify ambiguity.
- Teamwork – Positively, respectfully, and openly participates in the collaborative effort of a group to achieve a common goal. Be committed to building an encouraging, caring, and supportive environment. Offer support to one another and remain open to others' suggestions and contributions.

Physical Demands

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools, or controls, reach with hands and arms, climb stairs, and talk to hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

Position Type

This is a full-time position. Business hours of operation and scheduled workdays, which may include Saturdays

Travel

- As required

AAP/EEO Statement

First Federal Savings of Lorain is an Equal Opportunity Employer-M/F/Disabled/Vet

Other Duties

Please note that this job description is not intended to be a comprehensive listing of all activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities are subject to change at any time, with or without notice.