



## Deposit Operations & Treasury Management Specialist

**Job Classification:** Full-Time, Non-Exempt

**Reports to:** SVP/ Deposit Operations Manager

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### Position Summary

The Treasury Management Services Specialist supports business online banking clients by onboarding, implementing, and maintaining a full suite of Treasury Management Services. This role serves as the primary liaison between clients and internal operations, acting as an advanced subject matter expert to resolve complex servicing issues and ensure seamless delivery of cash management solutions.

The Specialist also assists with Deposit Operations functions, including the daily processing of wire transfers, ACH transactions, and exception handling. This individual must possess exceptional client relationship management skills, strong analytical problem-solving abilities, and clear, professional communication skills to effectively support TNB's high-value clientele and enhance the overall client experience.

### Principal Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. **Onboard and Set Up** of Treasury Management clients across all applicable systems and services.
2. **Provide implementation support**, training, and ongoing service for treasury products (ACH, Wires, FX wires, Positive Pay, RDC).
3. **Serve as a primary point of contact** for clients, resolving servicing issues and escalations in coordination with internal departments.
4. **Assist with Deposit Operations** functions, including daily processing of wire transfers, ACH files, and exception items.
5. **Process ACH exception files** and Mobile/RDC Deposit Review transaction review, including adjustments, returns, and research.
6. **Conduct annual client reviews**, reporting, and required audits related to treasury services.
7. **Prepare and present quarterly** Treasury Management reporting to the Board.
8. **Perform onsite client visits** for public funds and treasury customers, including training sessions and courtesy calls.

9. **Develop and maintain procedures** manuals for all assigned duties and operational processes.
10. **Collaborate with team members** to support Deposit Operations functions and ensure all processes are completed accurately and timely.
11. **Ensure full compliance** with all applicable federal and state regulations, internal controls, and audit requirements, maintaining strong risk management and documentation practices.
12. **Demonstrates accuracy and thoroughness**; looks for ways to improve and promote quality; monitors own work to ensure quality.
13. **Meets productivity standards**; completes work in timely manner; strives to increase productivity; works quickly.
14. **Support and promote the Bank vision**, mission and core values, organizational structure and policies and procedures.
15. **Support additional initiatives and duties as assigned** as assigned.

### **Education and Experience Requirements**

- A self-starting individual who possesses a High School Diploma or equivalent
- A bachelor's degree in Finance, Accounting, Economics, or Business Administration is preferred
- Four (4) years of deposit operations banking experience required
- Two (2) years of treasury management experience preferred
- Proficient in Microsoft applications
- Effective communication skills, written and verbal

### **Work Environment**

This role involves a combination of office, branch, and on-location work. Occasional evening or weekend work may be required for events and special projects.

### **Training Requirements**

All employees are required to attend scheduled mandatory trainings and complete online regulatory compliance training courses applicable to their specific job function. In all situations, employees must ensure that their actions fully comply with all federal banking laws and regulations, including internal bank policies and procedures. Failure to adhere to these requirements will be grounds for disciplinary action, including probation and possible termination.

### **Community Involvement**

Texas National Bank's Mission Statement includes a commitment to helping our communities grow by serving them with pride and integrity. All employees are encouraged to volunteer for bank sponsored activities, civic, charitable and community events and to be active in the communities we serve.

***Management reserves the right to change this position description at any time according to business needs.***

### **Our Hiring Philosophy:**

Texas National Bank recognizes that the quality of our people is the foundation for our success. Attracting individuals who value a challenging work environment that rewards the contributions of its people is the cornerstone of our hiring philosophy. It is the policy of Texas National Bank to provide equal employment opportunities (EEO) to all persons regardless of age, race, sex, religion, national origin, handicap, marital status, or other attributes not pertinent to the job requirements. This policy reflects our practice of making all employment decisions, from recruitment to promotions, based on an individual's qualifications without discrimination on any basis.