



Job Title: Treasury Management Operations Specialist
Department: Treasury Management Operations
Location: Pittsburgh, PA

Summary of the Position:

The Treasury Management Operations Specialist manages the Treasury Management client agreements and all accompanying documentation related to the Implementation of a client set-up. In addition, the employee conducts the Implementation process for new Treasury Management clients, sets up users and customer accounts for online banking services, and provides clients with training, ongoing support, and troubleshooting. The Treasury Management Operations Specialist will maintain a solid understanding of Remote Deposit capabilities, Check Positive Pay, ACH Positive Pay, ACH file processing, Wire Transfers, Lockbox, and general support for other online banking system features, usage, and hardware.

Primary Functions of the Position:

- Assists the Treasury Management team lead on daily tasks
- Perform client implementation set-up and process maintenance requests
- Provide customer training and client service for ongoing support
- Process customer equipment orders and provide general troubleshooting when necessary
- Transmit/process ACH, Wire, Account Transfers, Check Issuance, and Check Positive Pay transactions
- Perform monthly billing and analysis statements for Treasury clients
- Work closely with Relationship Managers, Treasury Management Officers, Deposit Operations, Wire Operations, ACH Operations, Compliance, and all other authorized parties affiliated with Treasury Services to effectively execute the responsibilities of the position
- Perform other related duties, such as mailing and filing as assigned

Education and Experience Requirements:

- High School diploma or equivalent; post-secondary education preferred
- A minimum of 4 years of experience, including 2 years bank operations experience in a cash / treasury management role

Essential Skills and Abilities:

- Demonstrated knowledge of all Treasury Management products, systems and related processes
- General understanding of transmission processing for ACH, Wire, Account Transfers, Check Issuance, and Check Positive Pay
- General understanding of Deposit products including Checking, Money Markets and Certificates of Deposits
- Demonstrated ability to communicate effectively in writing and over the phone to facilitate customer set-up and conduct online training
- Demonstrated ability to communicate effectively with support vendors and internal staff
- Proficiency in basic math skills and general knowledge of Microsoft Office software is required
- Job may require additional hours of work during peak periods to meet service levels

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