



## **Deposit Services Representative**

Hemet, California

HCN Bank is dedicated to providing exceptional banking services with a focus on customer satisfaction and technological innovation. Join our team and contribute to a dynamic and supportive environment where your skills can thrive.

**Position:** Deposit Services Representative

**Department:** Operations

**Reports to:** Client Services Manager / Operations Officer

**Type:** Full-time, Non-Exempt

**Pay Range:** \$20.00/hr - \$22.00/hr

**Posted Date:** 09/26/2024

**Job Summary:** As a Deposit Services Representative, you will play a crucial role in ensuring the timely and accurate processing of customer deposits. This includes handling deposits from armored car services, third-party couriers, or in-house couriers, and maintaining compliance with bank policies and regulatory guidelines. You will also ensure that cash control procedures are adhered to, minimizing operational risk and ensuring customer satisfaction through excellent service.

### **Key Responsibilities:**

- Receive, verify, and process customer deposits from armored cars, third-party couriers, or in-house couriers.
- Ensure control and accountability for all currency and coin until sold to the vault.
- Maintain acceptable cash balancing and accurate cash control records in compliance with bank guidelines.
- Follow risk management protocols to limit operational and transactional losses.
- Provide high-quality customer service during deposit processing and respond promptly to customer requests by phone or email.
- Stay current with bank products, services, operational procedures, and regulatory requirements.
- Assist with miscellaneous duties such as filing, answering phones, and managing office supplies.



**Qualifications:**

- Experience: Cash handling or banking experience preferred.
- Education: High School diploma or equivalent.
- Skills:
  - Strong attention to detail and organizational skills.
  - Excellent customer service and communication abilities.
  - Proficiency in using basic office equipment and performing clerical tasks.
  - Ability to work under pressure and meet deadlines.
  - Basic knowledge of risk management and cash handling procedures.

**Why Join HCN Bank?** At HCN Bank, we know that in order to support our customers and provide for our shareholders, we first must support and provide for our employees. We encourage a collaborative work environment and empower our employees to take ownership of the Bank's success and growth.

We are committed to the growth and progress of our employees. The Bank has an education assistance program offering tuition assistance, invests in our employees' future through an Employee Stock Ownership Plan, and matches a portion of their 401K contributions. We also pay a portion of employee and dependent healthcare premiums.

At HCN Bank, we believe in a healthy work-life balance and provide generous vacation and sick time to ensure our employees can recharge and take care of themselves and their families. Over half our employees have been with us for over 5 years, with one-third exceeding 10 years of service. We treat our employees to annual events such as summer picnics, holiday parties, and recognition events to show our appreciation for their hard work. Our team members are the driving force behind the Bank's success, and our benefits program is our way of giving back.

Although we think we've built something special, we are always looking for ways to make the Bank an even better place to work. We hope you will consider being a part of our journey.

**Apply Now:** Submit your resume and cover letter to [hrjobs@hcnbank.com](mailto:hrjobs@hcnbank.com).

**HCN Bank is an Equal Opportunity Employer.**