



Cash Management Services Specialist

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: Cash Management Services Specialist

Department: Operations

Reports to: VP Electronic Banking Manager

Type: Full-time, Non-Exempt

Pay Range: \$23.50/hr - \$28.00/hr

Posted Date: 06/27/2025

Job Summary: As a Cash Management Service Specialist, you will play a key role in supporting client relationships by delivering attentive, responsive service for electronic banking products. This position focuses on assisting high-value clients with advanced banking needs, including setup, training, and support for Cash Management services. You will work closely with the Electronic Banking Officer to ensure smooth implementation and troubleshooting of business banking products.

Key Responsibilities:

- Support the Business eDeposit product, including software and hardware inventory management.
- Maintain and update tracking systems for Cash Management contacts and services.
- Set up and train clients on services such as Business Online Banking, Business eDeposit, Positive Pay, and ACH Origination.
- Troubleshoot issues related to Business eDeposit, Positive Pay, ACH Origination, and Business Online Banking.
- Conduct client site visits and annual reviews for Business eDeposit services.
- Perform updates and required tasks for iOS and Android mobile banking applications.
- Review and respond to eBanking bulletins from Fiserv.



Qualifications:

- Experience: Minimum of 1 year in banking operations preferred.
- Skills:
 - Exceptional customer service and communication skills.
 - Familiarity with Fiserv Premier system preferred.
 - Proficiency in Microsoft Office (Word, Excel, Outlook).
 - Strong organizational and multitasking abilities.
 - Accuracy in typing, clerical tasks, and basic math.
 - Ability to meet deadlines and manage multiple projects efficiently.
 - Positive attitude and professional demeanor.

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.

HCN Bank is an Equal Opportunity Employer.