



Position: Customer Accounting Representative – Returns/Lockbox Specialty

Hours: Monday through Friday 8:30 AM – 5:00 PM

Location: 219 S. Ash Ave, Broken Arrow, OK 74012

Summary

This position is part of our team that supports all bank customer transactions. Our customer accounting team provides phone service to help our customers with a variety of transactions including online, banking fraud prevention, identification, and account maintenance.

Responsibilities include but are not limited to:

- Assist customer in person or on the telephone by providing information and answering request.
- Process/ balance cash items
- Process incoming return items
- Perform research to assist customers including statement reprints, account balancing assistance and transaction disputes
- Process Lock Box payments
- Lock Box Monthly billing
- Process and verify wire transfers on FedLine Advantage
- Verify and Send ACH files using FedLine Advantage
- Verify signatures on large dollar withdrawals
- Research and respond to properly executed summons/subpoenas
- Research and respond to properly executed garnishments/levies
- Review RSA and Yellow Hammer reports daily and contact customers regarding suspicious activity
- Process domestic and international collections
- Proper handling of decedent accounts
- Review ACH OFAC hits daily
- Check back Stop/Hold hit report
- Log debit cards and PINs

Physical Requirements Include:

Time spent standing: 10%

Sitting: Often, Continuously

Lifting: Up to 10 pounds, Rarely

Other: Ability to speak and hear clearly. Ability to see details at close range. Ability to drive vehicle to pick up correspondence and supplies to be delivered to and from branch banks and vendors as necessary. Ability to efficiently process data, discern patterns, and recognize inconsistencies in information.

Education and Experience:

Two years customer service experience.

Basic math, reading and writing, and computer skills are required for all positions at AVB.

High School diploma or equivalent required.

AVB Bank is an Equal Opportunity Employer