



**BANK OPERATIONS PROCESSING STAFF**

**SCOPE OF WORK:**

Work involves performing duties relating to the processing of electronic fund transfers, check processing, return item processing, and automated clearinghouse functions. Work is performed within the Bank of North Dakota's Operations Department, which supports the day-to-day functions of the Bank and also serves as a clearinghouse for over 100 banks and credit unions within the State.

**DUTIES PERFORMED AT ALL LEVELS:**

- Provide direct customer service in response to specific inquiries relating to processing activities.
- Perform processing of related duties that occur periodically and require involvement of additional staff.

**NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**BANK OPERATIONS PROCESSING TECHNICIAN**

0506

GRADE E

**LEVEL DEFINITION:**

Positions at this level are distinguished by the nature of work performed. It is considered more repetitive and less complex, but incumbents are required to operate and maintain a variety of specialized equipment.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Open incoming correspondence and documents in preparation for processing.
- Batch documents, tickets, tracers, and deposit tickets for processing.
- Balance incoming cash letter deposits.
- Notify appropriate staff of any necessary adjustments.
- Program proof encoder to facilitate tracking of documents.
- Encode item processing information.
- Balance batches and make necessary adjustments.
- Place strip on rejected items to enable re-encoding of the MICR line.

CLASS CODES: 0506  
0507  
0508

ND Class Description  
Bank Operations Processing Staff

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- Sort encoded and non-encoded items.
- Prepare cash letters for mailing.
- Reconcile system reports; locate and replace items as appropriate.
- Prepare accounting entries for collection of subsequent pass rejects.
- Prepare necessary adjustments for missing or misread items.
- Operate and perform routine maintenance of proof encoder, Magnetic Ink Character Recognition (MICR) repair, microfilming, folding, and postage dispensing equipment.

**MINIMUM QUALIFICATIONS:**

Requires graduation from high school or a GED and two years of work experience involving bookkeeping, bank cashiering, or office support duties that require knowledge and use of standard office equipment and include document processing duties such as preparing documents for scanning and indexing; cataloging, sorting, etc.

The hiring authority may substitute accredited accounting or banking coursework for the required work experience if it provided the knowledge and skills required to perform the core competencies of the position to be filled.

**BANK OPERATIONS PROCESSING SPECIALIST**

0507

GRADE F

**LEVEL DEFINITION:**

Work at this level includes some of the duties of the Processing Technician level that are performed with little or no supervision. This level may also be assigned responsibility for processing of specific types of transactions or documents such as non-sufficient funds (NSF). Alternatively, work may involve performing a portion of one of the more complex processing tasks. Knowledge of most of the entire processing system will be gained through previous work experience and bank operations procedures. Scope of responsibility increases at this level because duties require coordination with other functions and assumption of greater accountability for completing tasks correctly.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Perform tasks associated with processing of a specific type of entries of significant importance to the overall processing function.
- Assist in performing tasks of a more complex processing operation in addition to performing other more routine processing duties.

MINIMUM QUALIFICATIONS:

Requires graduation from high school or a GED and three years of work experience involving bookkeeping, bank cashiering, or office support duties that require knowledge and use of a variety of complex office equipment and include complex document processing duties such as preparing documents for scanning and indexing; cataloging, sorting, etc.

The hiring authority may substitute accredited accounting or banking coursework for the required work experience if it provided the knowledge and skills required to perform the core competencies of the position to be filled.

**BANK OPERATIONS SENIOR PROCESSING SPECIALIST** 0508  
GRADE H

LEVEL DEFINITION:

This level is characterized by the more complex type of work performed that involves customer account maintenance, general ledger activities, wire transfers, or Check Processing Control System (CPCS). Scope of work increases because duties require performing electronic transactions affecting financial institutions globally and involving critical activities. Individuals may perform complex processing duties such as CPCS processing and accounting and reconciliation tasks affecting banking activities.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Perform all or a major portion of duties associated with the origination and sending of electronic (wire) transfer of funds; assist in daily balancing and reconciling of fund wire transfers; identify exceptions requiring special attention; and communicate with wire transfer customers as appropriate.
- Perform all or a major portion of duties associated with the Automated Clearing House (ACH) and Cash Management systems; ensure that returns and notifications of change are prepared and distributed; assist with entry input to the ACH system; reconcile ACH activities to general ledgers; verify receipt of information sent to cash management customers; and communicate with ACH and cash management customers as required.
- Perform all or a major portion of duties associated with the Check Processing Control System (CPCS); maintain CPCS including beginning and end-of-day processing implementation and maintenance; input rejected items on-line; reconcile information reports and ensure all items are accounted for and correctly entered; balance various portions of the ACH system and make appropriate adjustments; and communicate with appropriate banking staff on required adjustments and related processing to ensure precise balancing of accounts.

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ND Class Description  
Bank Operations Processing Staff

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- Perform customer service by responding to any inquires on activities relating to the complete processing function.
- May provide team leader or lead worker duties for other processing personnel.

MINIMUM QUALIFICATIONS:

Requires graduation from high school or a GED and four years of work experience involving bookkeeping, bank cashiering, or office support duties that require knowledge and use of a variety of complex office equipment and include complex document processing duties such as preparing documents for scanning and indexing; cataloging, sorting, etc.

The hiring authority may substitute accredited accounting or banking course work for the required work experience if it provided the knowledge and skills required to perform the core competencies of the position to be filled.

Eff. Date: 01/00

Rev: 07/12 – Conversion to Hay System