



EXCEL FEDERAL CREDIT UNION

POSITION DESCRIPTION

Position: Deposit Operations Manager

Reports to: Chief Executive Officer (CEO)

Date: October 5, 2026

Summary: The Deposit and Support Services Manager is responsible for the efficient operation and administration of the credit union's deposit operations department. The Deposit Operations Manager manages the Operations Team and ensures the duties of the department are completed in a timely and accurate manner. The Deposit Operations Manager works with the Branch Manager II to ensure compliance as well as provide/facilitate operational support for the front-line staff.

Duties and Responsibilities:

- Supervise completion of daily deposit and payment operations tasks that may include the following functions:
 - ACH Processing
 - Returned Deposit Items
 - Wire Transfers
 - Online & Mobile Banking
 - Bill Pay
 - Privacy Opt Outs
 - Card Services (Debit, Credit and ATM)
 - Manage fraud platform for Card Services
 - Dormant accounts and Escheatment Process
 - Negative Accounts (Shares and Drafts)
 - Fraud (new account, check deposit, Remote Deposit and debit/credit card)
- Develop and implement strategies for deposit/payment operations, debit/credit card services align with the credit union's goals and objectives.
- Ensure regulatory compliance with NACHA, Regulation CC, Reg E, Reg Z, BSA/AML and credit union policies.
- Assist in the resolution of errors, processing issues for members, and provide support as needed to Retail Branches for help with assisting members.
- Provide operational support for front line staff as needed and ensure their requests, questions, and problems are courteously and professionally resolved timely.

- Maintain strong vendor relationships with card processors, payment networks and third party.
- Responsible for cross-training Operations Team Members in back-office processes to cover for staff shortage.
- Oversee Currency Transactions Reports (CTR's) and Suspicious Activity Reports (SAR's).
- Daily processing and monitoring of all Verafin Alerts/Cases and Biweekly Review for 314a file postings. Regulatory reporting including CTRS/SARs.
- Represents the credit union as appropriate in its relationships with members, sponsor organizations, suppliers, other financial institutions, and similar groups.
- Manage audit preparations for BSA/AML/OFAC and ACH, respond to findings/recommendations and ensure corrective actions are implemented in a timely manner.
- Maintain record retention within the department.
- Annual departmental policies review.
- Research problems from vendors or correspondents.
- Work closely with accounting on general ledger balancing as it relates to payment operations processing.
- Process outgoing / incoming domestic and wire transfers.
- Manage monthly audits including new/closed accounts and Auditing of File maintenance as well as quarterly cash vault counts.
- Other duties as assigned.

Other Skills:

- Knowledge of deposit operations, card services (debit/credit), ACH, wire and check Processing.
- In-depth understanding of compliance regulatory requirements (NACHA, Reg CC, Reg E, Reg Z, and BSA/AML/OFAC).
- Background in fraud prevention and risk management for payments and card services.
- Ability to lead teams during organizational changes, manage projects, and implement operational process improvements will be valued.
- Experience managing vendor relationships card processors and payment networks.
- Detail-orientated with strong organizational skills and ability to manage multiple priorities including fraud investigations and problem-solving.

Skills/Abilities:

- 3-5 years of supervisory experience
- Proficient computer skills, including Excel and Financial Software required and appropriate systems for the tasks outlined above.
- Ability to lead during change and experience with process improvements will be valued.
- 3-5 years Payment or Operations experience within the financial services industry a must.
- BSA and compliance experience preferred.

Education Requirements:

- Associate's degree or an equivalent combination of education and experience