

QCR Holdings, Inc.

Job Description

TITLE: Wire Transfer Specialist

REPORTS TO: Wire Transfer Manager

DEPARTMENT: QCRH Group Operations

LOCATION: Davenport - Brady St.

JOB SUMMARY:

Administer the daily operational wire transfer activity within QCR Holdings, Inc., which includes all bank charters and correspondent banking relationships. Provide excellent customer service and support to both internal and external customers.

ESSENTIAL FUNCTIONS:

1. Perform daily balancing functions for domestic and international wire transfers, ensuring all policies and procedures are followed.
2. Completion of domestic and foreign wire transfer requests in accordance with policy and procedures governing wire transfer operations, utilizing multiple wire transfer systems. To include, but not limited to:
 - Receiving internal and external wire transfer requests and completion of Wire Transfer Request Form when necessary.
 - Verification that all information on wire transfers being processed through the department is accurate.
 - Perform OFAC screening on incoming and outgoing wires according to established procedures.
 - Perform and/or document “callback” verifications when required on outgoing wires.
 - Process appropriate entries on incoming and outgoing wires in an accurate and timely manner.
 - Utilize the Personal Identification Number (PIN) authority list according to wire transfer agreements for correspondent banking and QCRH commercial customers.
 - Provide timely follow up with upstream banks and customers on wire transfer investigations.
3. Meet all critical deadlines as dictated by upstream correspondent banks, system-related cut-offs, downstream correspondent bank expectations, etc., paying close attention to details and accuracy on all transactions.
4. Assist with preparation of various reports and audit requests, as well as researching trends and anomalies to ensure accuracy of documentation.
5. Assist in the conversion and de-conversion efforts within QCRH, including but not limited to data validation, testing, planning, training, and data entry. Conversion-related efforts may occur outside of normal business hours.

6. Collaborate on the development and maintenance of policies and procedures. Focusing on continually improving processes and automating daily procedures as applicable. Promote using technology available to QCRH whenever possible.
7. Maintain a working knowledge of the financial industry, product offerings, and current issues that impact QCRH bank charters, correspondent banks, and the services they require to be delivered by their upstream relationship at QCRH.
8. Maintain a professional relationship with all bank customers.
9. Work closely with all departments to create a positive team player environment.
10. Perform various other banking functions, both routine and non-routine in nature.

QUALIFICATIONS:

1. High school diploma plus two years of banking experience in banking operations or related area required.
2. Excellent oral and written communication skills required.
3. Advanced PC knowledge with emphasis on Microsoft Excel and Word.
4. Must be a self-starter and be able to work independently.
5. Accuracy and attention to detail required.