



## **MRB Analyst Job Description**

### **Summary**

This position will have a variety of responsibilities within retail operations, back-room operations and BSA/AML analyst work. This person will have to meet specific, daily, operational deadlines for file and exception item processing. Additional responsibilities will include serving as a primary point of contact for a specific high risk product line and assisting in retail branch operations.

### **Position responsibilities will include the following:**

- Assist with client retail requests.
- Obtains, records and analyzes daily reports from MRB clients and ensure activities are within program allowances.
- Provide customer support for designated MRB clients.
- Ensure all appropriate policies and procedures are followed during daily tasks
- Provide a high level of customer service to ensure that each client receives a good experience during their interaction.
- Perform general maintenance on accounts such as research, aiding customers in overdraft situations, and changing addresses.
- Cover Scottsdale or Phoenix retail when staff are on PTO
- Other duties as assigned

**EXPERIENCE:** Minimum bachelor degree in related field or 4 years of job related experience including retail branch operations and/or back room processing operations. Proficiency in Excel, Word and communication expected, BSA/AML experience preferred.

**SALARY:** Pay based on experience

**EDUCATION:** Bachelor degree or 4 years relevant experience preferred. High school diploma or equivalent required.

**SKILLS:** Desire and willingness to learn; continuously seek self-improvement and must be comfortable receiving ongoing performance feedback. Ability to work in team oriented environment moving toward common and individual goals. Excellent interpersonal skills in order to effectively communicate with customers and teammates maintaining high service standards. Strong attention to detail in order to maintain cash drawer and adhere to all bank policies and guidelines. Ability to recognize and refer cross sell opportunities that strengthen customer/bank relationship.

Location: Phoenix, Arizona

Candidates please contact Jennie Timlin at (602) 280-9409, or email qualifications to [jtimlin@republicaz.com](mailto:jtimlin@republicaz.com)

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