



## Employment Opportunities

We currently have postings for the following positions. Please see below for further details.

- On-Call Teller	Floating, NC
- Deposit Operations Specialist	Greenville, NC
- Loan Operations Specialist - Temporary	Kinston, NC
- Teller	Kinston, NC

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### On-Call Teller

We have an immediate opening for an On-Call Teller in our Kinston and Goldsboro markets. Under supervision and according to existing procedures and systems provides a variety of customer service functions involving receipt and payment of money and controlling a fund of cash. Work involves constant and direct dealing with bank clients and requires the ability to communicate tactfully and encourage satisfaction with service. Maintains knowledge of all security policies and procedures. Performs other related duties of a clerical nature when requested. Actively participates in attaining branch goals and proactively refers bank and non-bank products and services. Must maintain high level of confidentiality in all aspects of the position.

### Essential Functions:

- Represents the bank to the clients in a courteous and professional manner. Proficient manual dexterity to provide prompt, efficient and accurate service in processing transactions.
- Responsible for accurately verifying cash and checks for deposit to savings and checking accounts, verifies deposit amounts, visually examines checks for endorsement and negotiability. Enters transactions onto the teller machine.
- Following established policies and procedures, cashes checks and pays out monies from various types of checking and savings accounts upon verification of signatures and client account balances. Visually inspects all checks and savings withdrawals to determine their negotiability.
- Performs these tasks as required:
  - Makes up change and/or currency orders for clients. May be required the lift boxed or bagged coin weighing approx. 30 lbs.

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- Accepts applications for and redeems savings bonds.
  - Issues negotiable instruments.
  - Processes night and mail deposits.
  - Receives and processes various payments.
- Receives payments for such loans as mortgage, installment, line of credit, time plan, etc. ensuring that payments equal the amount due and that all late charges, if applicable, are collected.
  - Responsible for security of cash and teller station, transfers excess to vault. Balances cash drawer at end of day. Adjusts figures to reflect proof changes.
  - Excellent verbal and written communications skills to explain bank products and services to clients, interpret client needs and cross-sell services and products.
  - Maintain a high level of customer service with new and existing clients. Listens to client needs and sells/refers specific products either directly or through other staff members i.e. loan officers, investment reps, etc.
  - Operates various office equipment i.e. teller machine, terminal, calculator, personal computer. Effectively uses available technology as required by the position. May be required to stand for extended periods of time.
  - Participates in all internal meetings, seminars that pertain to the Teller function.
  - Comply with federal BSA/AML and OFAC regulations and follow internal Bank procedures related to monitoring, processing of transactions and reporting.
  - Responsible for completing all assigned and required training by designated due dates.

Non-Essential Functions:

- In assigned offices, may be required to balance ATM and be knowledgeable in ATM procedures. Balancing involves lifting the cassettes and entering the ATM facility.
- May be required to travel to other branch locations as needed. Flexible schedule as office hours may vary.
- Performs other duties as assigned or requested.

Basic Qualifications:

- High school diploma or equivalent.
- Ability to serve clients in a cordial, tactful and professional manner.

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- Excellent audio, oral and written communication skills to accurately interpret client needs and sell bank products.
- Excellent visual skills to read reports, screens and process transactions.
- Proficient or must become proficient in Jack Henry, Outlook, Word, and Excel applications.
- Ability to operate various types of office equipment, which includes but may not be limited to: telephone, copier, computer, and fax machine.
- Sales oriented to promote sell and refer bank and non-bank products and services.
- Must maintain confidentiality at all times.
- CRC required.

#### Physical Demands

This position requires manual dexterity, the ability to lift files and open filing cabinets and the ability to occasionally lift and/or move up to 20 lbs. The position requires bending, stooping or standing as necessary.

Employment contingent upon a successful drug and alcohol screening.

Applicants should send their resume and cover letter, via email to [jobs@thelittlebank.com](mailto:jobs@thelittlebank.com). **Reference “On-Call Teller” in your communication.**

*\* This job description is not meant to be all-inclusive and is subject to change.*

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#### Deposit Operations Specialist

We have an immediate opening for a Cash Management & Deposit Support Specialist in our Greenville, NC location. The responsibilities of this position includes online banking, remote deposit and cash management support, responding to email support questions; answering support line calls; installing, training and supporting cash management and remote deposit customers; as well as serving as backup to other positions within the Deposit Operations Department.

Performs some or all of the following daily functions within the deposit operations department.

- Online Banking – Process online banking setup and maintenance requests, ensuring appropriate setup and access in accordance with Bank policies and procedures.
- Consumer Remote Deposit – Process consumer remote deposit setup and maintenance requests in accordance with Bank policies and procedures.
- Commercial Remote Deposit – Process commercial remote deposit setup and maintenance requests in accordance with Bank policies and procedures. Provide webex

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or in-person setup and training on using the Bank's Remote Deposit Capture system. Review daily activity for velocity exceptions and process the exceptions in accordance with Bank policy. Perform annual review of exposure limits and customer usage. Assist in preparing a quarterly Remote Deposit Capture report for management.

- Cash Management – Prepare contracts for branch staff and once executed, ensure timely setup and training of cash management customers. Training will be provided by webex for cash management users and ongoing support will be provided by phone and/or webex session as needed.
- Customer Support – Responsible for responding to website support email requests and support line telephone calls, providing customers with timely and courtesy follow-up to their support questions.
- Reg CC Holds – Daily review of deposit holds placed to ensure appropriate compliance with Regulation CC and to ensure holds are properly established in the system. Also review all deposits processed through consumer remote deposit and determine if a hold is warranted and applicable and if so, process the hold in the system and provide notification to the customer.
- Reg E Claims – Process all debit card and ACH disputes, ensuring timely processing of disputes and resolution within the regulatory time frames established.
- BSA/AML/OFAC – Comply with federal BSA/AML and OFAC regulations and follow internal Bank procedures related to monitoring, processing of transactions and reporting.
- Training – Responsible for completing all assigned and required training by designated due dates.
- Other – Serve as a back-up on various duties for Deposit Operations staff. Assist the Operations Officer and Deposit Operations Supervisor with special projects and tasks as assigned.

#### Physical Demands

This position requires manual dexterity, the ability to lift files and open filing cabinets and the ability to occasionally lift and/or move up to 20 lbs. The position requires bending, stooping or standing as necessary.

Employment contingent upon a successful drug and alcohol screening.

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### **Loan Operations Specialist - Temporary**

We have an immediate opening for a Loan Operations Specialist in our Kinston, NC location. The responsibilities of this position includes general loan operations duties, including account maintenance, loan servicing, loan document review and booking, filing, etc.

Performs some or all of the following daily functions within the loan operations department.

- Reports. Reviews daily loan reports from the JHA 20/20 system for errors or discrepancies and makes necessary corrections. Prepares the exception analysis report and the weighted average yield report for the CLO at the first of each month in the absence of the Management Associate assistant to the CLO.
- Non-Post Items. Responsible for working all loan non-posted items daily (01-1019) and correctly posting them in the JHA 20/20 system.
- General Ledger. Responsible for balancing the Loan WIP (01-1014), appraisal fee WIP (xx-1030) and Deferred Loan Origination Fees (xx-1018) on a daily and monthly basis, as applicable, and bringing any discrepancies to the attention of the Operations Manager. Responsible for making applicable general ledger entries in the core system.
- Charge Offs. Responsible for processing all loan charge-offs and ensuring the Operations Manager is aware of any charge-offs that result in a forgiveness which would require tax reporting at the end of the year.
- Account Maintenance. Performs account maintenance as applicable. Changes loan status based on written authorization. Makes adjustments as authorized.
- New Loans. Organizes, uploads and funds all new loans. Provides system and documentation review of all loans.
- Modifications & Extension Agreements. Keys on all modifications and extensions received and verifies changes.
- HMDA. Responsible for checking for HMDA on all new loans, setting up HMDA records in the core system, and annual HMDA LAR reporting.
- Paid Outs. Responsible for processing loan paid-outs in a timely manner.
- Coupon Books. Verify that loan coupon books requested were sent to the customer.
- Exception Report. Review loan documents and note any exceptions on the exception report. Clear exception report when items are submitted from the lender. Ensures that the exception report is posted to the *little net* on the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- Filing. File loan files and documents as needed.
- Compliance. Ensures all loan documents are in compliance and that the lenders are abiding by all applicable federal, state and local laws and regulations related to loans.
- Collateral Insurance. Oversees Kistler Financial in tracking for hazard and flood insurance on loan collateral and ensures that there is not a lapse in coverage that is not covered by the Bank's insurance policy.
- Notice of Action. Reviews all notices of action for compliance and ensures they are mailed to the customer in a timely manner.

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- Escrow. Performs an annual escrow analysis and prepares refunds or notifies the customer of increases in their required escrow amount. Cuts escrow checks as needed.
- Payoffs. Assists lenders with quoting loan payoffs and processes mortgage loan payoffs.
- Loan Payments. Assists branches with processing and posting loan payments received from customers.
- Participation Loans. Sets up and maintains participation loans, including processing monthly payments received and producing statements and mailing payments.
- ComplianceOne. Responsible for addressing system and document problems and testing and verifying all corrections have been made. Oversees platform parameters and ensures they are in compliance.
- HELOCs. Responsible for processing all HELOCs closed in-house, getting payoffs, processing disbursement requests and ensuring HELOC insurance is received. Tracks HELOCs to ensure that all processes and procedures are followed and that applicable documentation is received and filed. Coordinates with Group9 to ensure compliance and to ensure that applicable documents are recorded.
- Online Mortgage Applications. Checks daily for online mortgage applications that have been submitted to the bank and then downloads the applications and sends them to the applicable lender by email.
- E-Oscar. Researches information reported to the credit reporting agencies when a customer has a dispute.
- BSA. Assists Bank Secrecy Act Officer with quarter-end reviews.
- Backup. Assists as backup to deposit operations for unlocking customers in NetTeller.
- BSA/AML/OFAC. Comply with federal BSA/AML and OFAC regulations and follow internal Bank procedures related to monitoring, processing of transactions and reporting
- Training. Responsible for completing all assigned and required training by designated due dates.

#### Physical Demands

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## **Teller**

We have an immediate opening for a Teller in our Kinston location. Under supervision and according to existing procedures and systems provides a variety of customer service functions involving receipt and payment of money and controlling a fund of cash. Work involves constant and direct dealing with bank clients and requires the ability to communicate tactfully and encourage satisfaction with service. Maintains knowledge of all security policies and procedures. Performs other related duties of a clerical nature when requested. Actively participates in attaining branch goals and proactively refers bank and non-bank products and services. Must maintain high level of confidentiality in all aspects of the position.

### **Essential Functions:**

- Represents the bank to the clients in a courteous and professional manner. Proficient manual dexterity to provide prompt, efficient and accurate service in processing transactions.
- Responsible for accurately verifying cash and checks for deposit to savings and checking accounts, verifies deposit amounts, visually examines checks for endorsement and negotiability. Enters transactions onto the teller machine.
- Following established policies and procedures, cashes checks and pays out monies from various types of checking and savings accounts upon verification of signatures and client account balances. Visually inspects all checks and savings withdrawals to determine their negotiability.
- Performs these tasks as required:
  - Makes up change and/or currency orders for clients. May be required to lift boxed or bagged coin weighing approx. 30 lbs.
  - Accepts applications for and redeems savings bonds.
  - Issues negotiable instruments.
  - Processes night and mail deposits.
  - Receives and processes various payments.
- Receives payments for such loans as mortgage, installment, line of credit, time plan, etc. ensuring that payments equal the amount due and that all late charges, if applicable, are collected.
- Responsible for security of cash and teller station, transfers excess to vault. Balances cash drawer at end of day. Adjusts figures to reflect proof changes.
- Excellent verbal and written communications skills to explain bank products and services to clients, interpret client needs and cross-sell services and products.

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- Maintain a high level of customer service with new and existing clients. Listens to client needs and sells/refers specific products either directly or through other staff members i.e. loan officers, investment reps, etc.
- As a participant in branch incentive programs is expected to achieve the branch goals through sales, referrals and retention of account relationships.
- Operates various office equipment i.e. teller machine, terminal, calculator, personal computer. Effectively uses available technology as required by the position. May be required to stand for extended periods of time.
- Participates in all internal meetings, seminars that pertain to the Teller function.
- Comply with federal BSA/AML and OFAC regulations and follow internal Bank procedures related to monitoring, processing of transactions and reporting.
- Responsible for completing all assigned and required training by designated due dates.

Non-Essential Functions:

- In assigned offices, may be required to balance ATM and be knowledgeable in ATM procedures. Balancing involves lifting the cassettes and entering the ATM facility.
- May be required to travel to other branch locations as needed. Flexible schedule as office hours may vary.
- Performs other duties as assigned or requested.

Basic Qualifications:

- CRC required.
- High school diploma or equivalent.
- Ability to serve clients in a cordial, tactful and professional manner.
- Excellent audio, oral and written communication skills to accurately interpret client needs and sell bank products.
- Excellent visual skills to read reports, screens and process transactions.
- Proficient or must become proficient in Jack Henry, Outlook, Word, and Excel applications.
- Ability to operate various types of office equipment, which includes but may not be limited to: telephone, copier, computer, and fax machine.
- Sales oriented to promote sell and refer bank and non-bank products and services.
- Must maintain confidentiality at all times.

Employment contingent upon a successful drug/alcohol screening.

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