

JOB DESCRIPTION

POSITION: Electronic Banking Specialist
FSLA Status: Non-Exempt
Status: Hourly/Fulltime
Department: Retail Operations
Reports to: Electronic Banking Officer

Accountability Objective: Personally participates in technical support for electronic banking products such as Online Banking, Bill Pay, Cash Management, Remote Deposit Capture and all other products that fall under the electronic banking category. Assists the Electronic Banking Officer with initial set up and training, product monitoring and training as it relates to customers and bank employees.

Education/Experience Required: Bachelor's degree in Business related field plus one to three years of related banking experience, or an equivalent combination of education and experience.

Performance Requirements: Strong written and verbal communication skills with high-level of attention to details; strong working knowledge of Microsoft Office applications with a concentration in Excel; strong organization and time management skills; able to set priorities, multi-task and meet deadlines; team player, positive attitude with a willingness to learn new skills; maintains and ensures confidentiality; able to work overtime during times of business needs.

Specific Job Functions:

- Assist branches in researching and answering questions related to online banking, bill pay, remote deposit capture and mobile deposit.
- Perform daily review of mobile deposits and weekly review of deposits submitted through remote deposit capture.
- Approve requests for mobile deposits as well as accounts submitted for approval through iPay bill pay.
- Assist in contacting potential or existing customers interested in electronic banking products – remote deposit capture, online wires, cash management, lock box, positive pay, etc.
- Verify all forms are received and approval process is complete for electronic banking products.
- Set up and train customers on the electronic banking products.
- Travel to customer/branch locations for training and/or reviews.
- Track completions of annual ACH/RDC reviews.
- Assist in training other team members.
- Attend various staff meetings.
- Other job duties as assigned.

COMPLIANCE

All associates have a responsibility to understand the Bank's BSA/AML Program, the procedures outlined in it, and to follow the Program and procedures in carrying out their duties. When an associate has supervisory responsibilities, he or she will make certain that his/her staff understands the responsibilities to comply with applicable regulatory issues and internal programs, policies and procedures. Any associate that fails to adhere to the BSA/AML Program or commits other violations of the Code of Conduct may be subject to disciplinary action up to and including termination.

EEO/Vet/Disability

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, stand, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This is an on-site position.

NOTICE

- ✓ This position description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job-related duties.
- ✓ Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the employee will possess the abilities and aptitudes to perform each task proficiently.
- ✓ Ability means to possess and apply both knowledge and skill.
- ✓ This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
- ✓ This position description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
- ✓ All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- ✓ Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- ✓ This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

This job description does not list all of the functions of the job. Management often assigns additional duties. This job description may be revised at any time.