EXCHANGE BANK est. 1894

relationships you can bank on.®

Operation Specialist – Grand Island/Lincoln

Contact: Kim Hannon khannon@eb-us.com or (308) 382-2900

Principal Job Duties and Responsibilities

1. Provide customer service support to branch staff by assisting with customer requests/questions and research.
2. Develop familiarity with rules & regulations pertaining to transaction processing via all delivery modes offered by the bank, as well as general banking rules. Assist bank staff by fully complying with said rules.
3. Ensure the coordination and prompt completion of the branch proof process on a daily basis.
4. Assist with the exception item process for the branch.
5. Transaction processing for all branch location, as assigned, in the areas of ACH, Wires, online services including Cash Management, Merchant Capture, Remote Deposit Capture, and the end of day processing function.
6. Document processing for all branch locations, as assigned, including account boarding/maintenance to the core processing system and image archive system.
7. Follow defined bank processes and assist in the development of processes in progress within areas of responsibility.
8. Reconciliation of internal accounts, as assigned.
9. Daily report reviews, as assigned, to ensure ongoing system integrity.
10. May seek product sales and cross-selling opportunities and referrals.

Position Qualifications: Minimum requirements necessary.

1. Minimum educational and experience requirements: High school Diploma or equivalency; Associates or Bachelors Degree or one to two years' related experience and/or training; or equivalent combination of education
2. Additional knowledge, skills and abilities:
    - Excellent communication and customer service skills.
    - Proven performance in problem solving and in maintaining/building customer relationships.
    - Excellent communication and customer service skills.
    - Working knowledge of accounting principles, banking principles, and bank reporting requirements.
    - Word processing and PC skills.
    - Detail and deadline oriented.
    - Software experience for FiServ Precision/Director, helpful.
    - Experience with IRA/HSA servicing support a plus.
3. Licensure or certification: Professional ACH Certification beneficial but not required.
4. Supervisory skills (if applicable): none

Working Environment:

Normal office environment with little exposure to excessive noise, dust, temperatures and the like. Typically sitting at a desk or table, intermittently standing, walking, bending crouching and stooping and performs repetitive motion. Occasional light lifting 20 lbs. or less. May be required to work an alternative schedule.

Exchange Bank is an Equal Opportunity Employer, M/F/Disability/Protected Veteran