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## Operations Specialist – Electronic Banking Services

## Provide support to the daily operations of the bank in regards to electronic banking inquiries, daily transaction processing functions and problem resolution in accordance with Exchange Bank policies and procedures. Processing to include both paper and electronic transactions received via all delivery modes.

## Principal Job Duties and Responsibilities

## Provide excellent customer service support to branch staff by assisting with customer requests/questions and research.

1. Develop familiarity with rules & regulations pertaining to electronic banking services products and services offered by the bank, as well as general banking rules. Assist bank staff in fully complying with said rules and regulations.

## Provide a full range of Electronic banking application and general support to customers and Bank personnel.

## Assist with investigation and logs for Debit Card disputes.

## Perform duties for all branch locations in the areas of ACH, Wires, Visa Debit Card Fraud, Convenient Cards, Credit Cards, and online services including Cash Management, Merchant Capture, and Remote Deposit Capture.

1. Follow defined bank procedures and assist in the development of processes in progress within areas of responsibility.

## Reconciliation of internal accounts, as assigned.

## Daily report reviews, as assigned, to ensure ongoing system integrity.

## May seek product sales and cross selling opportunities and referrals.

## Position Qualifications:

## Minimum educational and experience requirements: Associates or Bachelors Degree or one to two years’ related experience and/or training; or equivalent combination of education

## Additional knowledge, skills and abilities:

## Excellent communication and customer service skills.

## Proven performance in problem solving and with maintaining/building customer relationships.

## Excellent communication and customer service skills.

## Working knowledge of accounting principles, banking principles, and bank reporting requirements

## Proficient in Micro Soft Office programs and Outlook

## Detail and deadline oriented.

## Software experience with FiServ Precision/Director, helpful.

## Licensure or certification: Professional ACH Certification beneficial but not required.

## Supervisory skills (if applicable): none

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

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