



Bank Operations Specialist

As an Exchange Bank Operations Specialist, you have the opportunity to be part of a specialized team, while collaborating with other teams within the operations area. All teams contribute to the common goal of superior customer service by providing internal and customer support for online products and card services. This includes but is not limit to Internet Banking, Cash Management, Wire Transfer, Bill Pay, Mobile Capture, Merchant Capture, Merchant Processing, ATM Settlement, as well as ATM/Debit Card and Credit Card products. The Operations Specialist also has the ability to efficiently perform daily processing functions with attention to detail and accuracy.

Essential Functions:

- Provide internal support to frontline staff by assisting with customer requests and research, as needed.
- Provide excellent customer service on a full range of product applications and services, by telephone and chat.
- 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
- Assist with core file maintenance.
- Assist with investigation, timely tracking and resolution of Debit Card dispute Reconciliation of internal accounts, as assigned.
- Daily report reviews, as assigned, to ensure ongoing system integrity.
- Ongoing knowledge of rules & regulations pertaining to electronic banking products and services offered by the bank, as well as general banking rules. This includes NACHA Rules/Regulations pertaining to ACH origination.
- Follow defined bank procedures and assist in the development of processes within areas of responsibility.

Required Knowledge, Skills and Abilities:

- PC skills with proficiency in MS Office, email software, bank operations and document scanning software.
- Excellent written and verbal communication skills, demonstrating tact and professionalism with customers and co-workers.
- Ability to train on products and services within designated area for the benefit of customers and internal staff, individually or in a group setting.
- Attention to detail
- Excellent Organizational skills
- Knowledge and compliance with bank regulations and policies

- Must work well in a team environment and independently.

Position Qualifications:

- 1. Minimum educational and experience requirements:** Associates / Bachelor Degree or four years' related experience; or equivalent combination.
- 2. Additional knowledge, skills and abilities:**
 - Enjoys and works well in a team setting
 - Excellent communication skills, written, oral and in a chat setting
 - Excellent customer service skills with related experience in maintaining/building customer relationships
 - Proven performance in problem solving and organization
 - Detail and deadline oriented
 - Working knowledge of accounting principles, banking principles, and bank reporting requirements
 - Proficient in Micro Soft Office programs and Outlook
 - Software experience with FiServ Precision/Director, helpful.
- 3. Licensure or certification:** Professional ACH Certification beneficial but not required.
- 4. Supervisory skills (if applicable):** none