



POSITION TITLE		DIVISION
Electronic Services Representative		Retail Banking
REPORTS TO:	DEPARTMENT	DATE
Electronic Services Operations Manager	Electronic Services	February 6, 2020
SUPERVISES	FLSA	REVISED
N/A	Non-Exempt	

GENERAL SUMMARY

Under general supervision, but following established policies and procedures, this position is responsible for the daily administration of the Credit Union’s online delivery channel and related products such as Consumer and Business Online Banking, Mobile Banking, Bill payment, Online Account Opening, Electronic Statements and Telephone Banking. Responds to questions and/or provides information upon request from members (internal and external). Assists members with technical device issues and promotes the use of Credit Union electronic products and services.

MAJOR RESPONSIBILITIES *(in descending order of importance)*

1. In adherence to the department service level standard, provides exceptional internal and external member support for all electronic services offered by Credit Union. These services include Consumer Online Banking, Business Banking, Mobile Banking, Mobile Deposit, Bill Payment, Electronic Statements, Funds Transfer Online, Account Opening, Telephone Banking and other products as they are introduced.
2. Utilizes tact and experienced-based knowledge to respond to and resolve member (internal and external) issues by explaining specific policies while representing the Credit Union in a professional manner and maintaining positive customer relations.
3. Conducts fulfillment of the e-branch channel while adhering to all internal operational policies.
4. Reviews daily core operational reports and performs maintenance on third-party systems as necessary.
5. Assists in processing daily Business Banking client ACH and Wire Transfer files.
6. Works with various Electronic Services third party partners to investigate and resolves member issues in accordance with the corporate wide Service Level Standards of communication.
7. Participates in departmental projects to launch new Electronic Services products while demonstrating positive teamwork and collaboration.
8. Uses analytical and resourceful thinking to promote department workflow efficiencies.
9. Performs other operational processing and administrative related duties as assigned by the Electronic Services management team.

QUALIFICATIONS:

Education

Associates Degree or Technical certification relating to hardware and/or software application support or a concentration in general business studies preferred.

Experience/Skills/Knowledge:

1. Minimum 12 months Branch Operations, Deposit Operations and/or Information Technology experience. Must possess a strong customer service orientation.
2. Working knowledge of hardware (PC, mobile devices) and software (Internet Browsers, Financial Management- Quicken & QuickBooks)
3. General knowledge of Electronic Services Department products & services.
4. Excellent oral, written, telephone and interpersonal communication skills.
5. Excellent problem-solving and organizational skills.
6. Ability to work independently and as part of a team
7. PC proficient, including Internet Browser software & Microsoft Office (Word, Excel, Outlook).
8. Ability to function in a financial institution environment and utilize standard office equipment including but not limited to: PC, fax, copier, telephone, etc. Ability to lift a minimum of 25lbs. e.g. file boxes.
9. Some travel may be required.

GENERAL DESCRIPTION:

In terms of physical requirements, this position requires work best described as:

- Sedentary Light Medium Heavy Very Heavy

PHYSICAL TASKS:

- Standing/Walking/Bending/Stooping – Frequent
- Sitting- Continuous
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail And text messages - Continuous

AUDIO / VISUAL:

- Requires vision to perform work dealing with data, figures and computer screens. -Continuous

PSYCHOLOGICAL/MENTAL DEMANDS:

- Responds positively and productively to stressful internal (employee)/situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

Employee’s Signature		Date	
Manager’s Signature		Date	
Human Resources’ Signature		Date	