



Independence BANK

Electronic Banking Specialist

POSITION SUMMARY

This is a Full time position.

This position is responsible for providing a high level of customer service to assist customers with inquiries regarding all electronic banking services and programs, bank wide. This includes assisting customers and staff with risk, fraud, training, and maintenance.

Essential Duties and Responsibilities

- Principal point of contact for all online banking, mobile banking, and bill pay related questions, bank wide.
- Will work closely with the Account Relations and Bookkeeping Department to best serve the customers at all branches. This will include working with and training the Account Relations and Bookkeeping staff in all electronic banking related items.
- Will review and monitor reports and notifications and exception finding related to electronic banking profiles.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to execute each essential duty proficiently.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Need ability to type, use a computer, calculator, fax printer and copier. Must be able to communicate well orally and in writing.

EDUCATION: High School diploma or equivalent degree.
Position requires knowledge of banking terminology.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms, and talk or employee frequently is required to walk. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch, or crawl.

For a full job description or for information on our benefits, please contact the Human Resources Department or visit our website at www.ibyourbank.com

Independence Bank EEO/Employer/Vet/Disabled