

CAREER OPPORTUNITY NOTICE

The Office is now accepting job applications from qualified individuals for the following position.

CONTACT	LOCATION	DEPARTMENT	JOB TITLE
Susan McKenzie	Eastside	Operations Admin	Electronic Banking Officer

WEEKLY HOURS	40 – Full-time
POSITION DESCRIPTION:	Responsible for enriching and supporting client relationships through personal attention and responsive client service for Electronic Banking products. The specific focus of this position is to the Bank's Private Banking clients and high-volume relationships with sophisticated product needs. This includes initiating and scheduling client visits for training and other tasks as identified by the PBM, IT Director and Department Managers. Provide Cash Management administrative and technical support to internal and external clients. Generally, has five (5) or more year's operations experience and one (1) year of Cash Management experience.
JOB DUTIES:	<ul style="list-style-type: none"> • Develop cross-selling and client referral goals with department manager. • Demonstrate the ability to identify targeted client needs and the ability to offer customized client solutions. • Develop/maintain expert knowledge of electronic banking services/functions to ensure accurate response to client issues. • Educate and advise high value clients on Electronic Banking services: Business Online Banking, ACH Origination, Positive Pay, Business eDeposit etc.) • Provides Cash Management product support by reviewing set up documentation for accuracy and completing system set up of Cash Management Services. • Owner of Business eDeposit product, to include product performance, adoption rates, software, and hardware inventory management. • As assigned by the IT Director, perform ongoing IT Risk Assessments/Information Security/Cybersecurity site visits to clients to provide documentation/training. • Perform recommended site visits for Business eDeposit high risk clients. • Evaluate Electronic Banking reports to monitor trends and identify sales opportunities, prepare summary information for Senior Management meetings. • Communicate recurring or serious product/service issues to management. • Project Management
QUALIFICATIONS:	<ul style="list-style-type: none"> • Exceptional customer service skills • High School graduate or equivalent • Minimum of 5 years banking operations experience • Proficient knowledge of ITI system • Proficient knowledge of programs such as Word, Excel, Outlook etc.
PAY RANGE:	\$21.00 - \$35.00 per hour

Call Suzie McKenzie:

- If you have an interest in applying for this position and meet the qualifications.
- If you know a qualified individual who may be interested in a career at HCN Bank
- If you have any questions or would like additional information about the position.
- Please submit internal applications to HR at the Riverside Branch.

HCN Bank is an Equal Employment Opportunity Employer

Date: April 21, 2023