



## 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 Specialist I

<b>WEEKLY HOURS</b>	40 – Full-time
<b>POSITION DESCRIPTION:</b>	Performs back-office processing and customer support of Electronic Banking Services such as ATM/Debit Cards, Consumer and Business Online Banking and Business e-Deposit. Provide operational support and service to internal and external customers. Ensure compliance with all federal and state laws/regulations. Generally, has two (2) or more year's operations experience
<b>JOB DUTIES:</b>	<ul style="list-style-type: none"><li>• ATM/Debit Card Orders and maintenance.</li><li>• Business and Consumer Online Banking enrollment and maintenance.</li><li>• Business and Consumer Bill Payment enrollment and maintenance.</li><li>• Business e-Deposit enrollment and maintenance.</li><li>• Perform monthly certifications and daily reconciliation of settlement accounts associated with e-Banking products.</li><li>• Daily review debit card/online banking activity to identify possible suspicious activity and act in accordance with law and or federal regulations.</li><li>• Daily review and processing of outgoing wires initiated through Business Online Banking.</li><li>• Maintains proficient knowledge of ITI Deposit system, related modules (Connect 3 Administrator, Connect3 Review, etc.) and applicable third-party vendor support systems.</li><li>• Meet/Exceed all Sales and Service standards set by the Bank.</li><li>• Provide exceptional customer service while processing customer inquiries regarding accounts and other electronic banking services.</li><li>• Adhere to prudent risk management procedures to limit operational/transaction loss exposure to the Bank.</li></ul>
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"><li>• Exceptional customer service skills</li><li>• High School graduate or equivalent</li><li>• Minimum of 2 years banking operations experience</li><li>• Proficient knowledge of ITI system</li><li>• Proficient knowledge of programs such as Word, Excel, Outlook etc.</li></ul>
<b>PAY RANGE:</b>	\$16.50 - \$22.00 per hour

HCN Bank is an Equal Employment Opportunity Employer

Date: April 21, 2023