



CAREER OPPORTUNITY NOTICE

The Operations Department is now accepting job applications from qualified individuals for the following position:

CONTACT	LOCATION	DEPARTMENT	JOB TITLE
Cyndi Klingaman	Eastside	Operations	Banking Services Specialist I

WEEKLY HOURS	40 – Full-time
POSITION DESCRIPTION:	<p>Performs call center services provided and exceptional customer service standard and back-office processing of ITI system. Provides operation support to internal and external customers. Identifies ways to improve banking operations and enhance bank services through the use of technology. Provides service to all existing and potential customers. Ensures compliance with all federal and state laws and regulations. Generally, has customer service experience and it is beneficial to have banking, accounting, and/or cash handling experience.</p>
JOB DUTIES:	<ul style="list-style-type: none"> • Performs the function of Primary Call Center Operator. • Performs Certifications and Audits, as assigned. • Performs research requests. • Performs ITI File Maintenance, as assigned. • Maintains proficient knowledge of ITI Deposit system, related modules (DDA, SAV, COD, etc.). • Meets/exceeds all standards of Sales and Service performance measurement and maintains accurate records of all production/results. • Provides exceptional customer service while processing customer inquiries regarding account information. • Adheres to prudent risk management procedures to limit operational/transactional loss exposure to the Bank.
QUALIFICATIONS:	<ul style="list-style-type: none"> • Proven customer service skills. • High school diploma or equivalent. • Minimum of two years banking experience preferred. • Basic typing, mathematical and clerical skills. • Proficient knowledge of computer programs such as Word, Excel, Outlook, etc. • Proficient knowledge of ITI systems preferred. • Good communication and problem-solving skills. • BSA Training preferred.
PAY RANGE:	\$16.50 - \$20.00