HCN BANK
EST 1974

CAREER OPPORTUNITY NOTICE

The Eastside 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

WEEKLY HOURS	40 – Full-time
POSITION DESCRIPTION:	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
JOB DUTIES:	- ATM/Debit Card Orders and maintenance. - Business and Consumer Online Banking enrollment and maintenance. - Business and Consumer Bill Payment enrollment and maintenance. - Business e-Deposit enrollment and maintenance. - Perform monthly certifications and daily reconciliation of settlement accounts associated with e-Banking products. - Daily review debit card/online banking activity to identify possible suspicious activity and act in accordance with law and or federal regulations. - Daily review and processing of outgoing wires initiated through Business Online Banking. - Maintains proficient knowledge of ITI Deposit system, related modules (Connect 3 Administrator, Connect3 Review, etc.) and applicable third-party vendor support systems. - Meet/Exceed all Sales and Service standards set by the Bank. - Provide exceptional customer service while processing customer inquiries regarding accounts and other electronic banking services. - Adhere to prudent risk management procedures to limit operational/transaction loss exposure to the Bank. - IRA Administration - Other duties as assigned
QUALIFICATIONS:	- Exceptional customer service skills - High School graduate or equivalent - Minimum of 2 years banking operations experience - Proficient knowledge of ITI system - Proficient knowledge of programs such as Word, Excel, Outlook etc.
PAY RANGE:	$17.50 - $22.00 per hour

HCN Bank is an Equal Employment Opportunity Employer
Date: April 24, 2024