

## **Deposit Operations Customer Support Representative**

This position's primary responsibility is to provide support to customers by phone and as a Virtual Teller through our Interactive Teller Machines. This position is also involved in evaluating and updating procedures as regulations change to ensure compliance and maximizing efficiencies with the overall client experience in mind. Additionally, the Customer Support Representative is responsible for processing of daily file maintenance on accounts and debit cards.

### **Essential Duties for Customer Support**

- Primary phone support for all customers.
- Responsible for all debit card maintenance, trouble shooting and reissues.
- Support for Retail and Business online banking applications.
- File Maintenance for all accounts, Address Changes, Returned Mail
- Process and balance wire activity and respond to internal/external queries.
- Stay abreast of banking regulations and assist in evaluating and updating procedures as necessary.

### **Essential Duties for Virtual Teller**

- Greet customers courteously and professionally in the virtual teller environment, providing prompt and accurate assistance.
- Accurately processing Interactive Teller Transactions by verifying customers, posting activity, and examining checks for endorsement and negotiability.
- Review and oversee the processing of all virtual transactions accepted by the bank.

### **Additional Duties**

- Identify and assist in implementing process efficiencies
- Participate in team collaboration.
- Assist with new products, services, and system updates.
- Perform account research, audits, adjustments.
- Additional duties as assigned.

### **Experience**

- Customer support experience *required*.
- Strong proficiency with Microsoft Office applications.
- Ability to work both independently and as part of a team.
- Banking experience *preferred but* not required.

### **Education**

- High school diploma *required*.

### **Other Skills**

- Demonstrates excellent communication and organizational skills.
- Ability to learn and understand rules and regulations applicable to financial institutions.
- Enjoyment of interacting with the public and providing outstanding customer service.
- Demonstrated ability to adapt to new technology and systems.
- Outgoing and friendly demeanor conducive to building positive customer relationships
- Strong attention to detail.