

NOTICE OF JOB OPENING
Electronic Services Department
March 2020

Position: Electronic Services Representative
Reports to: Samantha Ferguson\Ryan Saddler

Responsibilities:

- Take customer calls for Personal and Business Online Banking assistance, password resets, etc
- Troubleshoot and train Century staff and customers (Personal and Business) on Remote Deposit Capture, Mobile Banking, Mobile Deposit, Bill Pay, Popmoney and Online Banking
- Respond to customer's emails and website contact forms
- Responsible for completing an Online Banking daily checklist which includes setting up new online customers, sending welcome letters, daily report review of exceptions and large dollar bill pay items
- File maintenance input and review
- Assist in input of all new Business Online Banking customer setups
- Bill Pay, Mobile, E-Stmt monthly cleanup and statistics, on a rotation basis

Qualifications:

- Proficient in Microsoft Office applications – Outlook, Word, and Excel
- Strong PC and Internet Skills including knowledge of various major browsers, internet options within each browser, and troubleshooting with Mobile Phones and Tablets
- Attention to detail and quality of work is very important
- Experience in operations helpful
- Good organizational skills
- Professional telephone and communication skills are essential
- Ability to relate well with customers and co-workers in a professional manner
- Flexible / Positive attitude
- Strong interest in technology

Hours:

Monday - Friday 8:15 – 5:00
Saturday rotation 8:15 – 12:00

*Longer hours may be required during upgrades or if we are experiencing system issues