



SUMMITBANK

DEPARTMENT: eBanking– Online Banking
REPORTS TO: eBanking Manager
FLSA: Non-Exempt
CATEGORY: Full Time
SHIFT: Monday – Friday 8:00am – 5:00pm

- Support Specialist I - 1 to 2 years previous banking and/or client service experience in a professional environment.
 - Support Specialist II – Working knowledge of back office operations, policies, and procedures related to Online Banking services and Treasury Management products, as obtained through a minimum of 3 years in an Online Banking support position and /or training or equivalent combination of education and experience. Educational experience, through in-house training sessions, formal school or related curriculum, should be applicable to the finance industry. Work related experience should consist of at least 3 years' experience in an Online Banking support position
 - Support Specialist III – Working knowledge of back office operations, policies, and procedures related to Online Banking services and Treasury Management products, as obtained through a minimum of 5 years in an Online Banking support position and /or training or equivalent combination of education and experience. Educational experience, through in-house training sessions, formal school or related curriculum, should be applicable to the finance industry. Work related experience should consist of at least 5 years' experience in an Online Banking support position
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SUMMARY

Under minimal supervision, the Support Specialist supports the Online banking daily activities and processes. Also responsible to ensure key daily operations and deadlines are met and completed. Provides a high level of client service support to all Summit Bank colleagues and clients. Assumes responsibility and is accountable for adherence to Bank policies and procedures, as well as all applicable state and federal laws and regulations pertaining to banking.

ESSENTIAL DUTIES

- 1. Completes online banking maintenance, enrollments and support of, ACH Manager Transfers, Wire Manager Transfers, Remote Deposit Capture, Mobiliti, Mobile Capture, Positive Pay, Stop Pays, Bill Pay, Statements and more.**
- 2. Provides client support for Remote Deposit Capture remote troubleshooting and installations.**
- 3. Provides client support, approvals, and responds to general inquiries of ODFI ACH Service.**
- 4. Process all ACH file approvals, over-limits, and maintenance requests.**
- 5. Provides client support and setup of ACH Alert (ProTech) service.**
- 6. Ensures all related paper file systems are maintained so that necessary documents can be found easily, and documentation is consistent, complete and available upon request.**

- 7. Researches, compiles, and reports work unit and individual volume, productivity, quality and other statistics using data base queries and other resources such as spreadsheets for presentation to Management.**
- 8. Special projects or duties as assigned.**
- 9. Maintains knowledge of internal resources to mitigate and/or report disruption of service to clients; maintains and utilizes appropriate escalation procedures and contingency plans; and communicates recurring or serious issues to the eBanking manager.**
- 10. Reinforces the application of superior client service by example, along with appropriate follow-through with involved clients, shareholders and colleagues.**
- 11. Operates computer terminal or personal computer to process account activity, determine balances and resolve problems within given authority.**

SECONDARY DUTIES

- 1. Supports Operations team to help ensure all processes are completed to meet processing deadlines and are in compliance with regulations and internal policies and procedures.**
- 2. Completes all assigned Compliance Training. Maintains compliance with Bank's BSA/AML policies and procedures.**
- 3. Assumes responsibility for various department functions in the absence of staff members or in overload situations.**
- 4. Reviews but not limited to the application and adherence to Reg CC, Reg D, Reg E in Deposit and Central Operations.**

GENERAL

- 1. Provides excellent personal client service to all internal and external clients by treating people with respect; keeping commitments; inspiring the trust of others; working ethically and with integrity; upholding organizational values; and accepting responsibility for own actions.**
- 2. Follows policies and procedures; completes administrative tasks correctly and on time; contributes to the overall profitability of the Bank through cost controls and expense monitoring.**
- 3. Applies good judgment in decision making and sees beyond immediate assignments and acts on opportunities and problem areas.**
- 4. Performs position safely, without endangering the health or safety to themselves or others and reports potentially unsafe conditions.**
- 5. Works according to established schedules, arriving on time and with a positive attitude.**
- 6. Any other duties as defined by management.**

QUALIFICATIONS AND DEMONSTRATED ABILITIES

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- 1. High School Diploma or equivalent.**
- 2. Proven ability to communicate and interact professionally with internal and external clients and work effectively as part of a team.**
- 3. Intermediate skills in computer terminal and personal computer operation; keyboarding, word processing, spreadsheet and specialty software programs. (QuickBooks/Quicken experience a plus)**
- 4. Excellent organizational and time management skills to ensure maximum productivity and to meet simultaneous deadlines.**

PHYSICAL REQUIREMENTS

- 1. Repetitive use of hands such as grasping, twisting/turning of wrists, and finger dexterity necessary to perform various clerical duties such as typing, writing, maintaining files and counting currency.**
- 2. Occasional use of arms such as pushing/pulling to open and close drawers and cabinets.**
- 3. Frequent walking to assist clients and staff members at various locations within the Bank.**
- 4. Ability to sit and/or stand for extended periods of time at assigned station.**
- 5. Ability to bend and/or reach, and to lift and carry up to 30 pounds.**
- 6. Continuous clarity of vision at 20 inches or less for normal processing of work.**

ACKNOWLEDGEMENT

I have reviewed the above job description and acknowledge that I am able to perform the duties and responsibilities described herein. Summit Bank reserves the right to update job descriptions periodically. I acknowledge that this job description does not in any way create a contractual relationship, and does not alter Summit Bank's at-will employment relationship with me.

Employee Signature

Date