



**TITLE:** Support Specialist II  
**REPORTS TO:** eBanking Manager  
**FLSA:** Non-Exempt  
**CATEGORY:** Full Time  
**SHIFT:** Monday – Friday 8: 00am – 5: 00pm

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**SUMMARY**

Under minimal supervision, the Support Specialist II supports the Central Operations/eBanking daily activities and processes. Responsible to ensure key Central Operations daily deadlines are met and completed. Also supports the onboarding process, maintenance, and all client inquiries pertaining to the Bank's suite of eBanking products and services. 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 employment and banking.

**ESSENTIAL DUTIES**

1. Daily domestic and foreign wire origination, receipt, foreign draft origination and related documentation, Including Wire Manager.
2. Debit card processes to include: Enfact debit card issues, maintenance, Card Valet enrollments, and debit card orders.
3. Daily Exception item processing, to include NSF Items, Stop Payments, Non-post Items, & Charge Backs.
4. Provides direct and indirect customer service by giving advice and answers for a variety of basic to complex questions regarding products, services, deposit account systems, electronic banking platforms and back-room functionality to customers and to co-workers.
5. Provides clients support and responds to general inquiries and possible returns for ACH RDFI processing.
6. 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.
7. Reviews general ledger data combined with appropriate support documentation to make entries to the general ledger system and/or to reconcile general ledger accounts.
8. Supports eBanking team for: Statements, Transfers, Stop Pay, RDC, Bill Pay, Positive Pay and more. Operates computer terminal or personal computer to process account activity, determine balances and resolve problems within given authority.
9. Provides client support for Remote Deposit troubleshooting.
10. Provides existing Merchant Processing clients assistance and acts as a liaison to provide exceptional client service in partnership with Merchant E-solutions.

### **SECONDARY DUTIES**

1. Maintains a proficient knowledge of all applicable banking rules and regulations.
2. Works with the Management Team to identify and improve procedures and efficiencies; maintains knowledge of internal resources to mitigate and/or report disruption of service to customers; maintains and utilizes appropriate escalation procedures and contingency plans; communicates recurring or serious issues.
3. Ensures all related paper file systems are maintained so that necessary documents can be found easily, and documentation is consistent and complete.
4. Assumes responsibility for various department functions in the absence of staff members or in overload situations.
5. Participates in various internal committees assigned by senior management.
6. Completes assigned Compliance Training schedule. Maintains compliance with the Bank's BSA/AML policies and procedures.

### **GENERAL**

1. Provides excellent personal customer 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. Working knowledge of back office operations, policies, procedures, and deposit products and services, as obtained through a minimum of 2 years in a Central Operations 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 three (2) years' experience in a bank operations support position.
2. Proven ability to communicate and interact professionally with internal and external clients.
3. Intermediate skills in computer terminal and personal computer operation; keyboarding, word processing, excel and specialty software programs.

4. Current Driver's License and access to reliable vehicle in order to make outside calls on current and potential clients.
5. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
6. Ability to read, analyze, and interpret business periodicals, professional journals, and technical procedures.
7. Excellent organizational and time management skills, to ensure maximum productivity.
8. Exceptional verbal, written, and interpersonal communication skills with the ability to apply common sense to carry out instructions, and to speak clearly to clients, colleagues, and shareholders.
9. Working knowledge of related state and federal banking compliance regulations, Bank operational policies and procedures, and the Bank's products and services.
10. Ability to work with minimal supervision while performing duties and to handle confidential information with discretion.

**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 customers 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.

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Employee Signature

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Date