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| **Job Description**Electronic Banking ManagerOperationsElectronic BankingN/A   Operations ManagerATM Coordinator, ACH/Wire Specialist, Imaging RepresentativeJersey Shore State Bank |  |

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| **Job Title** Electronic Banking Manager | **Job No.**  E-9 |

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| **Division** Operations | **Effective Date** July 1, 2009 |

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| **Department** Electronic Banking | Current Revision July 20, 2015 |

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| **Unit** N/A | **Approvals**  |

Job Reporting Relationships

 **Supervised by:**

 **Supervises:** E-Banking Project Specialist / Co-manage support staff with Deposit Operations Manager

Basic Qualifications

**Education/Training:** A B.S. or B.A. degree in a related field of study preferred; specialized bank operations and electronic banking education and training.

**Skill(s):** Proficient reading, writing, grammar, and mathematics skills; proficient interpersonal relations and communicative skills; proficient analytical skills and problem-solving ability; a thorough knowledge of regulatory compliance requirements relating to banking operations and electronic banking policies and procedures; a thorough knowledge of banking operations and applications; moderate computer skills; demonstrated management and supervisory skills; visual and auditory skills; valid driver’s license.

 **Experience:** A minimum of five (5) years' related experience normally required.

General Responsibilities

Responsible for managing the Electronic Banking Department in order to provide efficient and accurate electronic transactions to service the Bank’s customers and support Bank personnel; maintaining current knowledge of trends, new trends, new technologies and competitive service within the bank’s market area that affect their areas of responsibilities; implementing strategies to achieve goals developed for the department as part of the Division's annual operating plan; ensuring the department's compliance with operating policies and procedures and outside regulatory requirements; directly supervising assigned personnel; communicating with appropriate management and staff personnel; providing periodic reports.

Essential Duties

1. Manages the Electronic Banking Department in order to provide efficient and accurate electronic transactions to service the Bank’s customers and support Bank personnel by performing the following:
2. Provides customer service relating to electronic banking; supports staff in their support efforts.
3. Co-manages support staff with Deposit Operations manager to ensure adequate staff coverage for all functions.
4. Project Manager forthe installation of Electronic Banking hardware/software and provides appropriate training to customers.
5. Evaluates software updates and coordinates implementation.
6. Maintains and updates internal policies and procedures related to ACH and Wire Transfer. Communicates the same to staff to ensure compliance.
7. Lead for audit of ACH, Wire Transfer, and Reg E
8. Remains available for “on-call” support services for ATM management.
9. Participates in managing, and supports, various programs and services related to electronic banking including:
10. Corporate Cash Management
11. Debit Card
12. Elan VISA and American Express Credit Card
13. “Bank at Work” services
14. Internet banking services
15. Web Bill Pay
16. Account reconciliation services
17. ACH services
18. Wire Transfer
19. Positive Pay
20. Remote Deposit NOW
21. ATM network
22. Merchant services
23. Compliance and Risk Management
24. Sales
25. Customer Services
26. Implements strategies to achieve goals assigned to the department as established in the Division's annual operating plan; assists in the development of the annual budget for the department and adheres to budget parameters.
27. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of harassment and other forms of illegal discriminatory behavior in the work place.
28. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements, e.g. Community Reinvestment Act (CRA), Bank Secrecy Act (BSA), Equal Credit Opportunity Act, etc.; ensures that the department and all personnel adhere to the same.
29. Directly supervises assigned personnel as follows:
30. Assists in the selection of new personnel as appropriate.
31. Makes provisions for the proper orientation and training of new personnel.
32. Reviews employee performance throughout the probationary period and on a regularly scheduled basis thereafter.
33. Organizes, schedules, and distributes work among assigned personnel.
34. Keeps personnel informed of pertinent policies and procedures affecting the department and/or their jobs; creates an atmosphere in which upward communication from employees is encouraged.
35. Administers personnel policies and procedures as established by bank policy.
36. Communicates with the Operations Manager, other department managers, and appropriate staff personnel in order to integrate goals and activities.
37. Provides periodic reports to the Operations Manager and other groups, as required, throughout the Bank.
38. Works with Deposit Operations Manager on staffing issues as pertain to co joined departments.

Ancillary Duties

1. Performs tasks which are supportive in nature to the essential functions of the job, but which may be altered or re-designed depending upon individual circumstances.

Job Location

 Williamsport, PA

 Various outside locations

Equipment/Machines

1. Telephone
2. Automobile
3. PC/Computer keyboard
4. Printer
5. Fax machine
6. Copy machine
7. Calculator
8. ATM