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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 Project Specialist | **Job No.**  E-7 |

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| **Division** Operations | **Effective Date** July 22, 2015 |

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| **Department** Electronic Banking | Current Revision July 22, 2015 |

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

Job Reporting Relationships

 **Supervised by:** Electronic Banking Manager

 **Supervises:** N/A

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 one (1) year related experience normally required.

General Responsibilities

Responsible for managing the projects of implementing and maintaining new electronic banking services and facilitating updates to existing services 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; communicating with appropriate management and staff personnel; providing periodic reports of status of work performed and timelines of projects, audits, or other duties as assigned.

Essential Duties

1. Performs a variety of the following duties to implement and support the electronic banking functions as follows:
2. Project specialist for the installation of Electronic Banking hardware/software. Working with appropriate vendor to ensure completion of timeline required tasks.
3. Evaluates software updates and coordinates implementation.
4. Provides appropriate training as necessary to bank staff and to customers.
5. Assist Electronic Banking Manager with information gathering and reports necessary to complete Electronic Banking services audits.
6. Assist Electronic Banking Manager with maintenance and updates of internal policies and procedures relating to Electronic Banking Services, including but not limited to ACH Origination and Wire Transfer.
7. Work with appropriate vendors as well as internal business units to troubleshoot and correct technical service issues.
8. Backup support of various programs and services related to electronic banking including:
9. Corporate Cash Management
10. Debit Card
11. Elan VISA and American Express Credit Card
12. “Bank at Work” services
13. Internet banking services
14. Online Account Opening
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

# Coordinates specific work tasks with other personnel within the department as well as with other departments in order to ensure the smooth and efficient flow of project implementation and information.

# 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.

# 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.

# Reports pertinent information to the immediate supervisor as requested, or according to an established schedule; compiles information as necessary or as directed and provides data to appropriate bank personnel.

# Responds to inquiries relating to his/her particular area, or to requests from customers, other bank personnel, etc., within given time frames and within established policy.

**Additional Skill Sets:**

1. Knowledge of bank operations and specialized knowledge of bank services including, but not limited to ACH, Wire Transfers,Internet Banking, Remote Deposit Capture, Account Analysis, Merchant Services and ATMs.
2. General working knowledge of installing/downloading PC software and navigating through the Internet and ability to problem solve as presented.
3. Ability to discuss bank products and services with customers in a courteous and professional manner both over the telephone and in person.
4. Ability to organize and prioritize work and manage projects.
5. Ability to analyze complex Bank product set ups and trouble shoot any problems which may arise.
6. Abiliy to create database queries and validate and anzlyze the results.
7. Must be customer focused - Strong ability to work with others as part of a diverse team as well as work independently. Desire to serve and act in the best interest of the customer and effectively manage customer relationships.
8. Must have strong customer service, listening and phone skills.

### **Ancillary Duties**

### 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**

###  Telephone

###  PC/Computer keyboard

###  Printer

###  Copy machine

###  Fax machine

###  Merchant terminals

###  Various PC applications and software