

Lead Electronic Banking Specialist

Merchants Bank is seeking a Lead Electronic Banking Specialist. Leadership and call center experience preferred. Duties involve leading our Electronic Banking team, explaining features of our Debit Card and Online banking systems to customers with all computer skill levels over the telephone and via e-mail, preparing reports, researching, monitoring customer feedback, making suggestions for improvement, and working on new product implementation. Must have excellent communication, problem solving, and organizational skills.

Please **apply in person** at Merchants Bank, **online** at www.merchantsbank.com/about/careers, or **e-mail** NLMessenger@merchantsbank.com with a cover letter and resume or to request an application. *Merchants Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities.*

General Summary:

This is a highly responsible position which will assist all customers, external and internal, with Electronic Banking processing and various duties within the Electronic Banking Department. This position will have customer contact on a daily basis. The individual serving this role will need to be able to explain Debit Card and Internet Banking solutions to customers of various skill levels. This individual will serve as a resource for the rest of the Electronic Banking Team. Will conduct reviews, assist with hiring and will serve as a representative for the department in a number of settings.

Primary Responsibilities and Duties:

Planning:

- Will monitor customer feedback and make suggestions to Management for improvement.
- Will conduct research for customers on Electronic Banking issues as needed.
- Will have frequent contact with Fiserv for Debit Card and Internet Banking issues in order to assist customers and work on system enhancements.

Organizing:

- Will attend meetings and/or send representation from the department.
- Will assist in conversions and any upgrades.
- Will be responsible for ensuring testing and product knowledge is completed by entire team.

Controlling:

- Prepare requested reports for management on eChannel.

Staffing:

- Will perform performance reviews and assist management with any necessary training and performance issues.
- Will assist with hiring and training of any new Electronic Banking Representatives.
- Will serve as the resource for the department to answer questions on policies or procedures.
- Will organize fun games/challenges for the team to increase eChannel penetration.

Daily Duties:

- Will be responsible for helping to process all new or maintenance Debit Card and Internet Banking applications.
- Will assist with customer questions, responding by various forms of communication in a timely manner. This will be the primary function of this position.
- Will print reports on a daily basis and make all necessary entries.
- Will have frequent contact with various vendors in regards to Electronic Banking products.

Other:

- Regular and dependable attendance is an essential function of this job.
- Employee will be expected to contribute to a positive working environment through words and actions.
- Employee will be expected to greet internal and external customers in a friendly and outgoing manner.
- Employee will be expected to take responsibility to insure that internal and external customers receive outstanding service.
- Employee may be asked to perform other duties as required by business needs.
- Employee will be expected to complete compliance and product knowledge assignments in a timely manner.

Skills and Abilities Required:

- Knowledge of banking systems, products and services.
- Ability to learn multiple systems and be strong in all Electronic Banking areas.
- Excellent interpersonal skills required, including strong verbal and written skills. All communication is done via the telephone or the computer.
- Solid analytical, organizational, problem solving and decision making skills.
- Skill in customer relations, such as the ability to respond with sensitivity and sense of urgency to customer needs or requests.
- Proficient knowledge of personal computers and applications and in the technology related to Fiserv.
- Strong planning ability, attention to details, and the ability to work in a self-directed manner.

- Ability to work on various duties with interruptions.
- Ability to work with a number of employees to motivate and recognize their achievements.

Desired Skills and Abilities:

Self-motivated individual that works well with a team or individually as necessary.

Personable, interacts well with customers and co-workers. Patience and common sense.

Working Conditions:

Little or no discomfort caused by environmental factors. Some exposure to mental/visual fatigue resulting from research of complex systems issues.