



eServices Specialist

Qualified candidates will have experience in the digital service area in a financial institution or related money-service business.

As an eServices Specialist, you will provide employee and member support, as needed, in the digital processing area. You will be responsible for processing digital transactions, providing exceptional service to our members and staff in a role that combines both digital service and account transaction functions. You'll engage with our members and staff to build relationships, use your problem-solving skills to identify needs, and work with them to solve their digital processing issues.

Essential Functions and Responsibilities:

Perform On-Call Debit Card Support and Tech 2 Support for eServices for members.

Perform all functions of remote payment operations, including:

- ACH Origination,
- Payroll Deduction and auto transfers,
- Courtesy Pay, and
- Bill Pay,
- Online and mobile banking
- ATM transaction processing, and
- Shared Branching.

Perform all functions of debit card processing including:

- new card orders,
- assisting members with the debit card app, and
- transaction research.

Receive, research, and process all debit card dispute/fraud calls, including informing the members of approval or denial of requests.

Provide telephone and support for member calls for online and mobile banking resets and assistance.

Provide support to Contact Center for overflow call & chat support.

Handle adjustments and/or returns of the aforementioned processes.

Coordinate and verify all end of day reports through the computer system.

Perform miscellaneous clerical functions including filing, file research, and record keeping.

- High School diploma or GED
- Six months of work experience (financial institution, customer service or sales experience preferred)
- Excellent communication and interpersonal skills
- Must be able to solve problems, make timely and informed decisions, and apply common sense to carry out detailed written or oral instructions.
- Proficient in using PC, software and other office equipment.
- Employee must maintain continual eligibility for bondability.
- While performing the duties of this job, the employee is regularly required to stand or sit for extended periods of time.
- Requires good vision (correctable), hearing, and manual dexterity; must be able to reach with hands and arms; must be able to speak clearly.
- Attendance and promptness is pertinent, must be able to work a flexible Monday through Friday schedule and cover staff at any location if a business need arises.

All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, or other legally protected status.