



*Savings Bank*  
OF MENDOCINO COUNTY  
Member FDIC

## Job Description

**Job Title: Electronic Banking Clerk 1 - Internet Banking Representative**

**Department: Electronic Banking**

**Reports To: Electronic Banking Department Manager**

**Salary Grade/Salary Range: 4 (\$11.05/hr to \$16.23/hr)**

**Revision Date: 7/2016**

### Position Summary

This position functions as the person responsible for all aspects of the Internet Banking, BillPay, Mobile and Mobile Remote Deposit Capture and Voice Response systems. Monitors and maintains Savings Bank's website. Assists customers and staff with Internet Banking, BillPay, Voice Response, and Mobile and Mobile Remote Deposit Capture questions and problems.

### Essential Job Functions and Responsibilities

- Regular and predictable attendance and punctuality.
- **Internet Banking** – Assist customers in the online banking enrollment process and setup of pending applications. Process business applications for Internet Banking including verification of owners and system setup. Help customers with questions and issues regarding Online Banking, Mobile banking, Mobile Remote Deposit Capture and bill payment. Assist in research of bill payment transactions using CheckFree software application. Contact vendor support to resolve any Online Banking or bill payment issues. Process E-Statement requests and forward stop payments to customer service. Forward customer requests for check reorders. Review and balance the daily transfer report with reports from the core system, this includes Online Banking and Voice Response.
- **Website** - Make changes to [www.savingsbank.com](http://www.savingsbank.com) using Microsoft Expression. Add new marketing promotions to the home page and make weekly rate changes. Contact website host technical support with any issues on the website.
- **Voice Response (TeleBank)** – Assist customers and staff with questions regarding TeleBank. Approve/Edit customer enrollment as needed. Contact vendor support to resolve any IVR issues.

- **Operational Support** – Assist staff and customers with Internet Banking, BillPay and TeleBank questions and problems. Process and submit customer issues to vendor technical support.
- **Depart overflow assistance** – Answer customer and employee calls regarding other products supported in EBD; debit cards, merchant bankcard, merchant capture and ACH processing. Wire verification and transmit of outgoing wire transfers as needed and/or act as dual control in the daily balancing of wire transfers.
- Other duties as assigned.

### **Qualification Requirements**

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience Requirements**

- High School Diploma or General Education Degree (GED) required.
- One to Three years banking experience or equivalent combination of education and experience required.
- Familiarity with the Internet and Internet browsers including Internet Explorer, Netscape, Mozilla Firefox, and Safari.
- Good working knowledge of MS-Office including Outlook, Excel, Word & Access and Microsoft Expression.
- Some knowledge of Quicken, QuickBooks and MS Money helpful.

### **Minimum Typing Speed Required**

N/A

### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.

### **Mathematical Skills**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **Other Skills and Abilities**

- Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking-related software preferred.
- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Working Directly with the Public** – Ability to deal directly, face-to-face and on the phone with the public, following the Bank’s Customer Service Standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.
- Ability to work independently and complete assigned projects with minimum supervision.
- Good organizational skills and ability to comprehend job duties and follow through to completion.
- Attend job-related schools and seminars, as required both locally and out of town.
- Must be a self-starter, assume responsibility, display initiative, make and act upon decisions within the scope of assigned authority.
- Ability to work well under pressure of tight deadlines.
- Ability to communicate effectively orally and in writing with the public, departmental and other employees.
- Must be detail oriented and be able to multi-task.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may

occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 25-50 pounds and occasionally lift and/or move 20-25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

**Acknowledgment:**

*I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.*

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**