

SERVICE CENTER SPECIALIST

Job Description



DEPARTMENT: Operations

REPORTS TO: AVP, Digital Payments and Service Center Manager

POSITION SUMMARY

Provides prompt, courteous, and excellent service to internal and external customers at all times. Performs all duties pertaining to Card Services, Deposit Operations, Exception Item Processing, Online and Mobile Banking, Wire Operations, and ACH Processing. Adheres to all regulatory compliance and banking laws. Acts as a resource in responding to inquiries and resolving problems for Officers and Branch Managers. Ensures that team duties and reports are completed on time. Proactively identifies issues or needed changes, recommends resolution, and participates in quality improvement efforts. Required to actively cooperate and interact with other departments to advance the overall interests of the bank. Maintains educational and professional expertise through attendance at job related seminars, trainings, conferences, and workshops. Assists other operational support areas in the completion of their duties in times of unusual activity or as directed by management. Contributes to the effort of the Bank by performing other duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

Service Center:

- Manage and respond timely to inbound customer service-related inquiries and maintain high level of customer service.
- Provide timely feedback to supervisor regarding service failures or customer concerns.
- Recommend ways to improve the customer experience for internal and external customers.
- Performs Credit Card and Debit Card Operations.
- Performs all Online Banking, Mobile Banking, and Cash Management procedures.
- Assists in administration of Gift Card Program.
- Directs stakeholders on cardholder dispute process.
- Uses analysis and great attention to detail to determine potential issues with system data and develops recommendation for solutions.
- Performs Wire Processing and ACH process.
- Executes Exception Item Processing process.
- Works closely with Fraud Specialist and assists in processes and procedures.
- Completes all Club Account Processing and Safe Deposit Account Processing.
- Works collaboratively to help manage BPM maintenance and projects.
- Maintains standard operations procedural documentation.
- Assists with database corrections and changes as needed.
- Performs quality control.
- Assists with yearend processing procedures and answers 1099 or 1098 reporting questions.
- Supports department conversion initiatives and new product launches.
- Assists with maintenance and updates on all Fiserv modules and 3rd party vendor applications.
- Conducts report writing as needed or assigned.

OTHER FUNCTIONS

- Escalates questionable transactions and recurring issues to management in a clear and timely manner.
- Continual communication with manager regarding issues, progress, and ideas for improvements.
- Maintains compliance with all banking laws, acts, regulations and bank policies and procedures.
- Any other duties and/or projects as assigned by management.

REQUIREMENTS & QUALIFICATIONS

- Education/Specialized License(s): Associates Degree in Accounting or equivalent banking experience.
- Experience: 2-5 years accounting, finance, or banking experience.
- Specific Skills: Detail oriented; strong organizational, analytical, and critical thinking skills with the ability to manage and prioritize multiple responsibilities, deadlines and changing priorities. Demonstrates ability to learn and use new software and programs. Proficient computer skills including Microsoft Word and Microsoft Excel; above average communication skills.
- Supervisory Responsibility: None.
- Working Conditions: 40 hours per week, Monday-Friday 8:00 AM – 5:00 PM, with a rotating Friday schedule until 6:00 PM including some Saturday's with additional hours required as necessary or assigned. Limited local travel for support, implementation, and client training may be required.