



## Job Posting

**Job Title:** E-Banking, Debit Card, & Operations Specialist

**Location:** St Peter or Mankato

**Posting Date:** August 7, 2023

### **Job Summary**

This position supports the financial management, retail and operations of the bank

### **Primary Duties and Responsibilities**

- Provide customer support for E-banking platforms, including but not limited to Online and Mobile banking and ancillary applications.
- Provide customer support for debit card customers and transactions.
- Conduct and process comprehensive investigations for debit card and other bank fraud to include interviews, discovery, analysis, case documentation and management.
- Responsible for utilizing software and logs to manage individual cases from origination to resolution.
- Monitors and analyzes fraud/risk reports and systems to identify risks and minimize loss exposure.
- Process ACH/Electronic transactions, wire transfers, overdrafts, stop payments, non-sufficient funds items, check/electronic returns, check adjustments, and account closings due to charge-off and document/report accordingly
- Process online and mobile channel transactions.
- Assist Business/Cash Management customers with applications, training, and file troubleshooting.
- Assist with updating departmental procedures.
- Perform routine internal processes which include posting and reconciling accounts.
- Provide courteous and professional support to both internal and external customers
- Follow all bank policies and procedures within the Operations Department to ensure compliance with all laws, regulations, and rules
- Maintain records and reports per the retention schedule
- Other tasks as assigned by manager.

### **Qualifications**

#### Education/Experience

- Associate degree in a Business-related field preferred
- 2 years Retail Banking experience required

#### Knowledge, Skills, and Abilities

- Strong accuracy, analytical and problem-solving skills
- Ability to make good decisions under stress in a fast-paced environment
- Capable of prioritizing decisions, projects, and tasks in order to meet deadlines
- Excellent customer service and interpersonal skills required
- Proficiency with Microsoft Word, Excel, Outlook, Windows and internet
- Experience working in a team environment
- Ability to communicate (orally and in writing)

*First National Bank Minnesota is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender, sexual preference or orientation, gender identity, national origin, disability, protected veteran status, and all other protected statuses.*