

## **JOB DESCRIPTION**

**JOB TITLE:** BUSINESS SERVICES REPRESENTATIVE  
**LOCATION:** OXFORD, MS  
**SCHEDULE:** Monday – Friday, 8:00 a.m. to 5:00 p.m. or as needed to provide support for business services products.

### **RESPONSIBILITIES**

- Maintains an ongoing relationship with business services customers through support call contact. Provides customer support for all business services products.
- Serves as a contact for answering business services technical support calls in the most efficient and effective manner to solve customer problems. Works to transition business service customers to the appropriate resource (possibly outside vendor services) for advanced technical questions and issues.
- Provides business services technical support for the following products/services: Business Online Banking (Secure Messaging, Online Stop Payments, E-statements, Alerts, Check Re-orders, Cross Entity Transfers, Debit Card Management), ACH Origination, Online Wires, Mobile Deposits, Dynamic Sweeps, Business Bill Pay, Merchant Card Services, Remote Deposit Capture, ACH Positive Pay, and Lockbox / Remittance Processing. Technical support may include support via phone or on-site support.
- Installs remote deposit capture services for customers.

### **REQUIREMENTS**

- Strong knowledge of computers and ability to troubleshoot (general understanding of hardware, software, operating systems, drivers, IP addresses, etc.)
- Decision making skills.
- Interpersonal skills to relate to coworkers and customers.
- Communication skills, oral and written.
- Sales skills.
- High school graduate or equivalent with minimum of one year of frontline banking experience OR equivalent work experience in the areas of sales, customer service and support, or financial services.

**To apply for this position, download and save the Application Form located our Careers page. Once completed, please send the Application by attaching it in an email to [careers@fnboxford.com](mailto:careers@fnboxford.com).**

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