



## **JOB DESCRIPTION**

**JOB TITLE:** BUSINESS SERVICES REPRESENTATIVE

**LOCATION:** TUPELO, MS or OXFORD, MS

**SCHEDULE:** Monday – Friday, 8:00 a.m. to 5:00 p.m. or as needed to provide support for business services products.

### **GENERAL SUMMARY**

Maintains an ongoing relationship with business services customers through support call contact. Provides customer support for all business services products.

### **ESSENTIAL JOB FUNCTIONS**

- 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.
- Notifies and assists remote deposit capture customers of returned check items.
- Primary contact for our merchant card services provider (vendor).
- Monitors business services activity and assists with annual reviews of business services customers.
- Recognizes needs-based sales opportunities and makes referrals for loans and other bank products and services.
- Maintains knowledge of compliance-related issues affecting the bank's cash management products.
- Practices diligence with duties involving Bank Secrecy Act compliance by obtaining Customer Identification Profile Information, reporting suspicious activity, obtaining beneficial ownership information and risk assessment and customer due diligence information.
- Regular and reliable attendance.
- Other duties as required by supervisory personnel.

### **MINIMUM REQUIREMENTS**

The following skills are required to enable job holders to perform the essential functions of the job.

#### **1. SKILLS**

Strong knowledge of computers and ability to troubleshoot (general understanding of hardware, software, operating systems, drivers, IP addresses, etc.)

Office machines - personal computer, telephone, calculator, copier, fax.

Basic math skills, emphasis on decimals, fractions, and interest calculations.

Decision making skills.

Interpersonal skills to relate to coworkers and customers.  
Communication skills, oral and written.  
Professional appearance and conduct.  
Professional mannerisms and customer service.

**2. KNOWLEDGE**

Deposit and Loan Products.  
Computer system (Deposit Account System).  
Office-Logic, Open Office, Word, Excel, Internet.  
Basic Accounting.  
Bank policies and procedures. (deposits & business services)  
Depository Regulations (TISA, Reg CC, Business Services T & C, BSA, Reg P, NACHA Rules, Reg E).

**3. EXPERIENCE/EDUCATION**

High school graduate or equivalent with minimum of 1 year of frontline banking OR equivalent work experience in the areas of sales, customer service, or financial services. Treasury management experience preferred.

**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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