



## **JOB DESCRIPTION**

**JOB TITLE:** Account Services Representative  
**LOCATION:** Oxford, MS  
**SCHEDULE:** Monday - Friday, 8:00 a.m. - 5:00 p.m.

### **GENERAL SUMMARY**

Enthusiastically answer incoming calls in a prompt, courteous manner and relay calls to the appropriate person as needed. Phone hours are 8:00 AM – 4:35 PM M-F & 8:00 AM – 5:00 PM on Friday. Ensures prompt, efficient service to customers, while utilizing tact and knowledge to resolve customer complaints and explain specific policies and procedures. Assist customers with consumer online banking questions (OLB) and respond to secure emails and messages. Assist customers with consumer OLB bill payments, process hold notifications, and review the daily bill pay file.

Access FEDline to assist with the daily processing of ACH files, wires, and adjustments. Complete customer service requests such as: ACH disputes, Reg E disputes, stop payments, travel instructions, check orders, address changes, and debit card maintenance. Process the daily consumer mobile deposit file, overdraft, charge back items, unposted items, check adjustments, reclamations, collection items, obituaries, and return mail.

Review and report charge offs. Month end balancing and review of appropriate accounts. Print, stuff, and meter notices and or interest checks to be mailed to customers. Daily review of Verafin, Risk Review, and Account Services reports (COLD, ATM). Perform account maintenance and enter online transaction entries (OTEs) as needed. Process requests for verification of deposits such as Social Security, Medicaid, other financial institutions (FIs), etc. Practices diligence with duties involving Bank Secrecy Act compliance by reporting suspicious activity. Provides backup in absence of other department staff. Regular and reliable attendance.

### **EXPERIENCE/EDUCATION**

High school diploma or equivalent 1-2 years experience with telephone and/or frontline customer service preferred. Prior banking experience is preferred.

**To apply for this position, download and save the Application Form located on 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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