



JOB DESCRIPTION

JOB TITLE: BUSINESS SERVICES SPECIALIST
DEPARTMENT: BUSINESS SERVICES

GENERAL SUMMARY

Maintains an ongoing relationship with business services customers and provides customer support for all business services products.

ESSENTIAL JOB FUNCTIONS

1. 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.
2. Provides business services technical support in an efficient and effective manner for the following products / services: Business Online Banking, Treasury Management, ACH Origination, Online Wires, Mobile Deposits, Dynamic Sweeps, Business Bill Pay, Merchant Card Services, Remote Deposit Capture, ACH Positive Pay, Check Positive Pay and Lockbox / Remittance Processing. Technical support may include support via phone or on-site support.
3. Recognizes needs-based sales opportunities and makes referrals for loans and other bank products and services.
4. Works to transition business service customer users to the appropriate resource (possibly outside vendor services) for advanced technical questions and issues. Serves as a primary contact for our merchant card services provider (vendor)
5. Installs remote deposit capture services for customers and notifies and assists remote deposit capture customers of returned check items.
6. Assist in On-boarding new business online banking customers and Treasury Management customers and processing enrollment forms, applications, customer limit overrides for Business Services.
7. Communicating and Assisting Business Development and Treasury Officer with onboarding new and prospected customers.
8. Monitoring of business services customers, including performing annual reviews of business services customers, as well as notifying and assisting ACH Origination customers with notifications of change and ACH returns.
9. Maintains knowledge of compliance-related issues affecting the bank's cash management products.
10. Practices diligence with duties involving Bank Secrecy Act.
11. Regular and reliable attendance.
12. Other duties as assigned 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
Decision making skills
Basic math skills, emphasis on decimals, fractions, and interest calculations
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
Cash Management Products
Computer system (Deposit Account System)
Office Logic, Open Office, Word, Excel, Internet
Basic Accounting
Bank policies and procedures (Deposit Operations & Business Services)
Depository Regulations (TISA, Reg CC, BSA, Reg P, Reg E)
Applicable Disclosures & Rules (Business Services Terms & Conditions, NACHA Rules).

3. EXPERIENCE/EDUCATION

High school diploma or equivalent. Minimum of 1 year of frontline banking experience OR equivalent work experience in the areas of sales, customer service or financial services.

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.

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