



Customer Support Specialist I

DEPT./LOCATION:

REPORTS TO:

CLASSIFICATION: Non-Exempt/Full-Time

Position Summary:

The Customer Support Specialist I is responsible for providing customer service support to all internal and external customers of the River Bank Operations Department. This position is responsible for processing and balancing activities, including data entry to facilitate daily operations, initiating and processing wire requests, processing exemption items and monitoring account reconciliations.

Duties and Responsibilities:

1. Responsible for image system reject keying, balancing and posting.
2. Post ACH, ATM, Wires, Voice Response, and Cash Letters to core banking application.
3. Assist internal and external customers with account inquiries.
4. Provide customer support for Online and Mobile Banking applications.
5. Process and provide customer support for Debit Cards.
6. Process overdrafts and chargeback/return cash letters.
7. Process dormant accounts.
8. Responsible for CheckFree and Enfact case management.
9. Process Mobile and Merchant Capture deposits.
10. Responsible for entering foreign and domestic outgoing wires and posting incoming wires.
11. Process mail, print and stuff notices and statements for customers.
12. Build Business Online customer.
13. Perform end of day processing on Precision and TCM.
14. Responsible for maintaining notices, record retention and removal, problem logs and backup files.
15. Assist internal and external customers in addressing any questions, comments and/or concerns via telephone support.
16. Other duties as assigned.

Desired Knowledge, Skills and Abilities:

1. Excellent verbal and written communication skills.



2. Ability to organize and prioritize work load.
3. Excellent computer skills.
4. Ability to problem solve independently and work well under pressure.
5. Strong attention to detail.
6. Prior banking experience.

Position Requirements:

1. High School diploma or GED.
2. Prior customer service experience.

Work Environment/Physical Demands:

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 50 pounds of office supplies and/or documents throughout work shift.

Acknowledgement:

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job, and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by Management. All requirements are subject to change over time, within Management's sole discretion, and to possible modification to reasonably accommodate individuals with a disability.

Print Name

Signature

Date