



Customer Service Support Specialist I

DEPT: Operations

REPORTS TO: Operations Manager

CLASSIFICATION: Non-Exempt, Full-Time

Position Summary:

The Customer Service Support Specialist 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. Handles NSF/Exception Item Processing, Foreign Item processing, Dormant check handling, Research Requests and other duties as needed.
2. Provide support to branch staff; point of contact for escalation of operational issues.
3. Provide debit card support to branch staff and customers and perform card maintenance.
4. Reviews daily reports pertaining to transaction activity and fraud monitoring.
5. Completes incoming and outgoing domestic and international wire transfer requests.
6. Provide customer support for Business and Retail Online Banking and Mobile Banking applications.
7. Responsible for CheckFree and Enfact case management.
8. Responsible for review of Mobile and Merchant Capture deposits.
9. Process mail, print and stuff notices and statements for customers.
10. Follows policies and procedures; completes tasks correctly and on time; supports the Bank's goals and values.
11. Provides effective customer service and assists in resolving problems within given authority.
12. Ensures compliance with all Bank policies and procedures, as well as applicable state and federal banking regulations including but not limited to: BSA and OFAC requirements, Regulation E, Regulation GG, and ACH Rules.
13. Other duties as assigned.



Position Requirements:

1. High School diploma or GED.
2. Customer service experience.

Desired Knowledge, Skills, and Abilities:

1. Excellent verbal and written communication skills.
2. Ability to organize and prioritize workload.
3. Excellent computer skills.
4. Ability to problem solve independently and work well under pressure.
5. Strong attention to detail.
6. Prior banking 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:

*Are you able to perform the described job duties and responsibilities with or without accommodation? Yes No

*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