



## **Position Description**

### **Electronic Services Representative**

#### **Identifying Information:**

- Department: Electronic Services
- Reports To: Jenny Giltrow, VP- Deposit Operations
- Location: Lebanon, Ohio – Operations Center
- Hours: Monday-Thursday 8:20am – 5:05pm, Friday 8:20am – 6:05pm

#### **Summary:**

Electronic Service Representative is responsible for the daily operational tasks in accordance with Federal Laws and Regulations. They will support managers and co-workers through a variety of tasks related to organization and communication. Also, will be responsible for confidential and time sensitive material. The ability to effectively communicate via phone and email ensuring that all operational tasks are completed accurately and delivered with high quality and in a timely manner. It is also encouraged to rely on experience and judgment to plan and accomplish goals.

#### **Essential Duties and Responsibilities:**

- Provide customer service to customers via phone in relation to all operational tasks
- Process and maintain LCNB National Bank Debit Mastercards
- Process and maintain online banking profiles
- Provide computer and online support for online banking and mobile banking
- Fully understand, process, organize, investigate and file Debit Card disputes
- Process customer check orders
- Establish an understanding of all LCNB National Bank products and services
- Any other responsibilities as may be assigned from time to time

#### **Required Traits/Behavioral Competencies:**

- Identify and assess customers' needs to ensure that customers are satisfied with products and services
- Maintains confidentiality to protect the customer and the Bank
- Demonstrates dependability
- Strong work ethic
- Maintains a professional image both in appearance and communication
- Displays a positive attitude to the position, co-workers and customers
- Acts as a team player

#### **Qualifications/Education/Experience:**

- High school diploma or equivalent education required. Prior banking or administrative experience preferred.

**Job Competencies/Skills:**

- Strong verbal and written communication skills
- Computer and Internet knowledge including understanding different kinds of Operating Systems
- Strong problem-solving skills
- Display good time management skills; prioritize, organize, multi-task
- Ability to adapt to new situations and challenges
- Capacity to make good decisions in a variety of situations
- Demonstrate accuracy and attention to detail
- Knowledge of Microsoft Office, especially Word and Excel

**Physical Requirements:**

- Must be able to remain in a stationary position up to 75% of time
- Must be able to lift up to 10 lbs

**Work Environment:**

- Office setting
- Cubical environment
- Typical weekday banking hours but should be flexible to work Saturday hours if necessary