

Bank Electronic Services

JOB TITLE: Electronic Services Representative
DEPARTMENT: Electronic Services
REPORTS DIRECTLY TO: Jenny Giltrow
STATUS: Non-Exempt
LOCATION: Lebanon, Ohio

DIRECT REPORTS: Jenny Giltrow
INDIRECT REPORTS: Steve Lautenslager & Ann Smith

BASIC PURPOSE:

The purpose of this Electronic Services position is to process and complete various operational tasks in accordance with Federal laws and Regulations. This person will also assist in daily operational and customer support for the different aspects and products of the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES HANDLED IN ELECTRONIC SERVICES:

1. Balance LCNB National Bank ATM Network and provide branch support on ATMs.
 2. Process and maintain LCNB National Bank Debit Mastercards.
 3. Process and maintain online banking customers.
 4. Provide computer and online support for online banking and mobile banking.
 5. Fully understand, process, organize, investigate and file Debit Card disputes.
 6. Process customer check orders.
 7. Process lock box transactions daily.
 8. Provides superior courteous, efficient and friendly service to all customers and staff.
 9. Maintains confidentiality to protect the customer and the Bank.
 10. Maintains a professional image both in appearance and conversation.
 11. Establish an understanding of all LCNB National Bank products and services.
 12. Any other responsibilities as may be assigned from time to time.
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POSITION SPECIFICATIONS & SCOPE:

- **MINIMUM EDUCATION/EXPERIENCE RECOMMENDATION & PREFERENCES:**
 - High school diploma or equivalent education required. A minimum of one-year branch and/or bank operations experience preferred.
- **KNOWLEDGE, SKILLS, & ABILITIES:**
 - Computer and Internet knowledge including the use of an Internet browser and be able to differentiate between different kinds of Operating Systems.
 - Good attendance is a must.
 - Excellent telephone communication skills using clear and pleasant voice in order to communicate effectively.
 - Ability to exercise good judgment.
 - Strong problem-solving skills.
 - Display a positive attitude, initiative, and flexibility.
 - Demonstrate accuracy and attention to detail
 - Ability to prioritize, organize and deal with pressure.
 - Knowledge of Microsoft Office, especially Word and Excel.
- **WORKING CONDITIONS AND LOCATION:**
 - Normal office environment.
 - Typical weekday banking hours but should be flexible to work Saturday hours if necessary.
 - Position will work out of the Operations Center in downtown Lebanon, Ohio.
- **CONTACTS:**
 - Frequent interaction with Branch Staff and Department Personnel.
 - Frequent interaction with customers, both external and internal.