



**Position** | ATM Coordinator

**Classification** | Non-Exempt, Full-Time

**Posted** | 03/05/2019

**Location** | Albuquerque

### **Summary**

The ATM Coordinator will interact with both Internal and External customers via inbound calls/ outbound calls, and/or through electronic communication. The ATM Coordinator provides support for the Southwest Capital Bank ATM fleet in partnership with outside vendors and works to coordinate service to ATM fleet to ensure up time at all ATM locations across the state.

### **Essential Functions**

- Ability to coordinate service calls to multiple ATM locations daily.
- Basic understanding of ATM process (i.e. Communications, network, functionality of ATM, etc.).
- Responsible for the development and implementation of policies and procedures to ensure the successful operation of the Bank's ATM network.
- Investigate daily issues from reconciliation by calling branch to investigate missed/unscheduled replenishments, amount loaded versus amount requested, overages/shortages and claims investigation; provide resolution code to reconciliation
- Promptly respond to customer, manufacturer, and branch inquiries by phone
- Communicate issues and provide field support towards resolution
- Provide monthly account update reports to include, but not limited to current number of ATMs, changes in account contacts, and any current issues or projects

### **Competencies**

- Comply with bank regulations; maintain above average performance in all areas of compliance
- Effective/strong written and verbal communication skills
- Ability to deliver a high level of responsiveness and "above average" customer service to external/internal customers
- Strong Analytical Skills
- Advanced troubleshooting and multi-tasking skills



### **Required Education and Experience**

- Associates Degree in Finance/Accounting or Information Technology
- Three to Four years of Banking Experience

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change depending on qualifications.