



Position | Electronic Banking Coordinator

Classification | Non-Exempt, Full-Time

Posted | 06/21/2019

Location | Albuquerque

Summary

The Electronic Banking Coordinator is responsible for performing various operational activities and provides support in the bank's Operation Department.

Essential Functions

The job expectations of the Electronic Banking Coordinator are as follows:

- Electronic Bank Coordinator it is required that this individual is able to be on location for both ATM and RDC site visits
- Travel is required ~40-50% of the time
- Position requires support for both Albuquerque and Northern NM customers

ATMs

- **Reviewing all ATMs daily for replenishment**
 - Submit requests to Huning Castle and all other branches to complete replenishments of ATMs
 - Works with Respond NM to ensure ATMs are replenished timely
 - Reviews ATM balancing sheet prior to finance to ensure accuracy
 - Completes keyboard inputs for movement of cash for shipment
- **Monitoring all ATMs to ensure they are up and running**
 - On call Monday – Friday and potentially on Weekend or after hours in emergency situations
 - Submit service tickets to either RedHawk/Cummins Allison to have service techs visit ATMs to complete necessary repairs
 - Follow service tickets to ensure ATMs are being serviced timely to avoid lengthy down time
 - Fill ATMs with paper
- **Security**
 - Physically go out to each ATM site and complete ATM security updates at all NCR ATMS –(12)
 - Physically go out to each ATM site complete ATM security checks on all Southern ATMs every 6 months and other non-branch ATMs monthly
 - Ensure all branch ATMs receive security checks every 2 weeks for any tampering
- **Other Department**
 - Work closely with Operations team to manage SWCB customer debit card disputes



Remote Deposit Capture

- **Manage RDC program**
 - Complete RDC setup in Access Manager for customer to allow ability to process RDC deposits
 - Complete Risk Assessments on both new and existing customers
 - Complete Annual site visits and risk assessments on ALL RDC customers
 - Work with customers and complete physical installation of RDC terminals
 - Manage limits of RDC program to ensure customers remain within limits
 - Provide tech support for customers experiencing issues with terminals or Online banking software

Online Banking

Position was enhanced to include the Online/Mobile Banking Subject Matter Expert (*had not been implemented due to training*):

- Manage online banking content
 - Works with marketing team to ensure information on all online platforms remains accurate and up to date
 - Ensures alerts regarding branch closers, system outages, etc. are promptly posted
- Be able to provide level 2 technical support providing physical onsite support to customers who are experiencing issues with anything associated with online/mobile banking i.e. ACH, Bill Payment, Transfers, etc.
- Have the ability to go out and work closely with customers who may be experiencing problems with online banking or need one off help setting things up.

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.