

## OZARK BANK JOB DESCRIPTION

JOB TITLE: Electronic Services Coordinator  
REVISED: September 2023  
SUPERVISOR: Operations Manager  
LOCATION: Downtown  
STATUS: Non-Exempt

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**SUMMARY:** Manages technical and support functions for electronic services including Internet Banking Bill Payment, Debit Cards, Telephone Banking, and CoreDirector. Serves as Administrator for network access as needed. Backup for daily Core processing and supports Core banking software administrative issues. Research account inquiries regarding deposit accounts and electronic services

**MAJOR DUTIES AND RESPONSIBILITIES:** other duties may be assigned.

1. Electronic & Internet Banking Administration:
  - Support for ACH Regulations, practices, and daily processing.
  - Oversee Internet Banking products including Cash Management, Mobile Banking, Telephone Banking, and ACH Origination.
  - Administer site configurations, solve system issues, and participate in the development of new electronic banking products.
2. Customer Interaction:
  - Provide onsite training for ACH Origination, Wire Transfers, and Internet Banking
  - Handle customer inquiries, covering a wide range of banking services.
3. Daily Operations & Reporting:
  - Handle electronic services processing, balance daily reports, and prepare customer statements.
  - Administer Telephone Banking processes, process imaged deposit documents, and complete the State of Missouri Unclaimed Property Report.
4. Debit Card Management:
  - Primary contact for research, troubleshooting, and ordering.
  - Ensure accurate debit card processing and manage related reporting, issuance, and auditing.
5. Operational Integrity & Compliance:
  - Administer department cross-training, procedural documentation reviews, and coordinate disaster recovery testing.
  - Maintain control measures for Internet and Telephone Banking and participate in the Business Continuity Team.
  - Assist with department policies, risk assessment, business continuity, vendor management, and disaster recovery.
6. System Support & Maintenance:
  - Assist with Core Director banking system issues and updates.
  - Serve as a backup for various banking processes including Check 21 processing, mobile deposit file processing, and entering rate changes.
7. Ad-hoc Duties:
  - Review and correct new account paperwork, perform account maintenance, and process NSF items, rejected items, chargeback items, and incoming/outgoing wires as needed.

**SKILLS/EXPERIENCE/KNOWLEDGE:**

- Comprehensive knowledge of deposit operations, electronic banking, and associated banking products/services
- Proficient in document imaging, check, ACH, and wire file processing, including ACH Origination.
- Familiarity with regulatory compliance, notably Regulation CC and Regulation E.
- Skilled in Microsoft Office and other relevant software applications.
- Strong interpersonal, communication, and customer service abilities.
- Exceptional problem-solving skills with acute attention to detail.
- Maintains professionalism in appearance and demeanor.
- Capable of independent and collaborative work, adept at multitasking in a fast-paced setting.

**EDUCATION REQUIREMENT:**

- High School Diploma or equivalent
- Formal training in deposit operations and electronic banking services, rules, and regulations; or a minimum of two years directly related banking and operations experience.
- Accredited ACH Professional (AAP) certification preferred or be willing to obtain the certification.
- Customer service experience

**WORK ENVIRONMENT / PHYSICAL WORK CONDITIONS:**

- Ability to move, lift and carry 20 lbs.
- Ability to move or remain stationary for long periods of time.
- Ability to lift objects above your head.
- Ability to position self to perform job tasks.
- Ability to hold and grip objects.
- Ability to effectively operate computer keyboard and/or mouse.

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The intent of this job description is to provide a representative level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

This is not and shall not be construed to be a promise of employment or a contract of employment between the Bank and the employee. All employees are employees at the will of the Bank and can be promoted, demoted, or discharged with or without cause, except for unlawful reasons such as race, sex, religion, national origin, etc.