



FLSA STATUS (check one):

Exempt: _____
Non-Exempt: X

POSITION TITLE: RETAIL SUPPORT SPECIALIST III
CORPORATE TITLE (check one): AVP ___ VP ___ SVP ___ EVP ___
SALARY GRADE:
DIVISION/DEPARTMENT: Retail Support

Reporting Relationships:

Position Reports to: Retail Support Manager
Positions supervised: None

Position Purpose:

Provides a high level technical support to Retail Support staff.

Essential Functions and Basic Duties:

Processes the following:

- Receive and process Debit/ATM EFT claims and reconciliation of the STAR Adjustment account
- Complete verbal Reg. E. claims when notification of unauthorized activity is received
- Process claims initiated through the ELAN system and correspond to customers
- Review and investigate alerts generated by the bank’s transaction monitoring system for Fraud scenarios
- Review daily and weekly Core and third-party system reports for the purposes of identifying potentially fraudulent Debit Card activity
- Contact Bank clients for the purpose of verifying suspicious Debit Card activity
- Completes customer service requests received from branches
- Manages the financial reporting for the Retail Division
- Assists with project management within the department
- Assists in processing online banking inquiries
- Responds to branch inquiries regarding client related and technical issues
- Performs other duties as assigned

Supervisory/Management Responsibilities:

- None.

Qualifications

Education:

- High school, general education or equivalent experience.

Required Knowledge:

- Good computer skills.
- Proper telephone etiquette.
- Strong knowledge of general office procedures.
- In-depth knowledge of regulations affecting deposit services and accounts.
- In-depth knowledge of Retail support functions.

Experience Required:

Five (5) years of related administrative or operational experience in a Retail Back Office environment of a financial institution

Skills/Abilities:

- Demonstrates the ability to communicate with branch staff as well as external customers on the telephone.
- Good command of the English language, both written and verbal
- Ability to work independently
- Ability to offer suggestions for workflow improvement
- Proficient in Microsoft programs including Word, and Excel

Mental and Physical Requirements/Working Conditions

Mental Requirements:

- Ability to apply common sense understanding to carry out detailed written or oral instructions that may involve multiple steps.
- Deals with routine problems in standardized situations.

Physical Requirements:

- Uses fingers and hands to make small movements, e.g. typing, using office equipment.
- Standard talking, hearing and seeing.

Working Conditions:

- None - works in a typical office.