



cityfirst  
BANK

Exempt: \_\_\_\_\_  
Non-Exempt:   X  

**POSITION TITLE:** RETAIL SUPPORT SPECIALIST III

**CORPORATE TITLE (check one):** AVP \_\_\_\_ VP \_\_\_\_ SVP \_\_\_\_ EVP \_\_\_\_

**SALARY GRADE:**

**DIVISION/DEPARTMENT:** Retail Support

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**Reporting Relationships:**

Position Reports to: Retail Support Manager

Positions supervised: None

**Position Purpose:**

Provides a high level of 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 Adjustment account
- Complete verbal Reg. E. claims when notification of unauthorized activity is received
- Process claims initiated through the FISERV 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
- Process all possible compromised card list
- Contact Bank clients for the purpose of verifying suspicious Debit Card activity
- Completes customer service requests received from branches
- 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.