



TITLE: Digital Banking Manager

SUMMARY:

This bank operations professional will manage the Electronic Banking staff and product lines they support. This position requires strong communication skills with the ability to manage a project, identify process improvements and implement change.

Support an environment of teamwork and collaboration within Customer Support and work across bank teams to achieve results. Provide exceptional customer service and support to both the internal and external customer. Address sensitive customer issues and accompany an account officer on a service call upon request.

DUTIES AND RESPONSIBILITIES:

- Manage the electronic banking staff including performance reviews, goals and ongoing skills training and cross-training
- Manage the product lines: consumer & business online banking with bill pay, P2P, remote deposit capture, cash management services for ACH origination, wire transfer, account analysis, lockbox and positive pay services
- Serve as the Bank's ACH Coordinator; responsible for annual Board Reporting
- Manage responding to the customer communication received from online banking email and customer satisfaction surveys requiring follow up
- Manage the online account opening service for funding and monthly reporting
- Supervise the workflow for timely completion of tasks and adherence to policy/procedure to ensure satisfactory audit results; assist with the audit preparation work
- Write/update policies and procedures as required for new products & system changes
- Evaluate systems for functionality improvements; participate in monthly vendor meetings
- Collaborate with the other Managers for escalation issues, project work and team issues; cross-train to back up the Consumer Banking Manager as needed
- Assist Account Officers with business proposals for prospective customers as needed
- Attend seminars, webinars and vendor specific training
- Maintain an up-to-date knowledge of the department's products and services
- Serve on Bank committees and vendor operational committees

- Perform other duties as assigned

QUALIFICATION REQUIREMENTS:

Ideal candidate will have a desire to coach and develop staff, possess strong verbal and written communication skills, be able to manage a project and adapt to change.

EDUCATION and/or EXPERIENCE:

College degree preferred and/or 10 years of bank operations experience with a focus on both traditional deposit products and electronic banking. This position requires management experience of day-to-day supervision of staff and project management experience to implement a new product or service.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:

- Knowledge of Electronic Banking Regulations and ACH rules
- Knowledge of Deposit Banking Regulations-Reg CC, Reg D, DD
- Proficiency with Microsoft Office products required
- Experience with NCR (Digital Insight), Worldpay, Finastra or Fedline a plus
- Bi-lingual is a plus.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I acknowledge that I have received a written copy of the job description for Digital Banking Manager, as set forth by Pentucket Bank. I understand the essential duties, responsibilities and standards that are required of me in this position.

Print Name: _____

Signature: _____

Date: _____