

EXCHANGE BANK OF NORTHEAST MISSOURI
JOB DESCRIPTION

JOB TITLE: Digital Banking/Maintenance Support
DATE: September 2025
DEPARTMENT: Online Banking
REPORTS TO: Operations Manager
STATUS: Non-exempt

SKILLS REQUIRED

- Must be able to perform all branch transactions both over the counter or drive-through customer services. Must exercise accuracy, alertness, good judgment, courtesy, tact and patience, maintain confidentiality of customer transactions and Bank records.
- Willingness to obtain a strong knowledge of Bank's various products such as checking, savings, CDS, IRAs, required forms, and necessary documentation required for each product. Good proofreading skills.
- Must be able to operate a computer, calculator, and other office equipment.
- Excellent communication skills and customer service skills required.
- Requires ability to handle multiple projects in a fast-paced environment with little supervision.

JOB SUMMARY: Provides prompt, efficient, and excellent customer service to customers both in-person and over the phone. Be knowledgeable of all banking services and recognize customers' needs with appropriate suggestions concerning bank services. This may include processing transactions as well as opening/closing accounts, verifying and processing changes to existing accounts, answering questions regarding Bank's products, etc. all while following established Exchange Bank policies.

PRIMARY DUTIES:

- Occasionally accept withdrawals, deposits, and loan payments and verify cash and endorsements, make change, and issues receipts. Receives savings deposits, pays withdrawals after verifying balance and signature, redeems US Savings Bonds.
- Periodically sells money orders and cashier's checks.
- Answer customer inquiries through our online portal.
- Provide support for online/mobile banking customers by unlocking profiles, reset password, and managing profiles.
- Assist users in BillPay support and process mobile deposits.
- Complete daily reconciliation tasks that reflect internal account transactions.
- Process ACH files for Business Cash Management users.
- ATM servicing including back-up, balancing and cash handling.
- Debit Card support for all customer inquiries. Including disputes, provisional credit and other applicable tasks.
- Accepts stop payment requests, check orders and address changes, etc. and distributes to appropriate personnel for processing.
- Rolls coin, sorts money.
- Answering phones, safe deposit boxes entry
- Knowledgeable of banking laws and regulations and Bank's policies and procedures, especially BSA
- Performs other tasks/duties as requested by Manager as they relate to the Bank and its functions

EDUCATION REQUIREMENTS

Requires a high school education/GED or equivalent work experience that demonstrates the ability to read, write, interpret and apply instructions to perform the required activities. Should have strong mathematical aptitude and ability to use computer, calculator and other office equipment.

PHYSICAL REQUIREMENTS

Must be able to stand for long periods of time. Be able to lift heavy coin bags or bundles of currency. Manual dexterity required.