



# FARMERS & MERCHANTS BANK & TRUST

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Job Title: **Electronic Banking Support**

EEOC Class: Non-Exempt

FLSA Status: Non-Exempt

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Regular Work Hours: 8:00 A.M. – 4:00 P.M. Monday - Friday

Lunch Break: Half hour lunch breaks are scheduled between the hours of 11:00 A.M. and 2:00 P.M.

\*Work hours/days listed, are intended to be a general schedule. Employer may rearrange work schedule or request additional hours be worked to meet the needs of the business.

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**Job Summary:** Responsible for providing customer support to all electronic banking functions: ACH, debit cards, ATM, telephone banking, online and mobile banking, bill payment, merchant, and mobile capture. May assist with operational support such as debit card/ATM card disputes, lost/stolen debit/ATM cards, Debit Card Fraud, Card Security Alerts, maintaining debit card maintenance spreadsheets, balancing functions associated with AT&M and Debit card transactions. Responsible for inputting customer information, reviewing edit reports for accuracy, and backup to safe deposit. Maintains an understanding of state and federal regulations with regards to electronic processing.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Customer Support for electronic banking function
- Daily input of customer information.
- Daily Edits
- Prepares information request forms.
- Provide back up to other areas of Bookkeeping
- Responsible for some aspects of Internet Banking
- Responsible for some aspects of Mobile Banking
- Project Implementation Support

**Performance Factors:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability for high level of accuracy and detail
- Ability to work with little or no supervision
- Ability to prioritize workload and manage responsibilities

- High level of confidentiality
- Proficient knowledge of Bank software programs, Microsoft, Office, and office systems.
- Maintain an acceptable attendance record
- Represent the bank in a professional and positive manner

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

**Education/Experience:**

High School Diploma and 2 years of banking experience.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*

EOE Statement: Farmers & Merchants Bank & Trust is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender, national origin, disability status, genetic information, pregnancy, protected veteran status or any other characteristic protected by law.