

Prospect Bank Electronic Banking Specialist Job Description

Job Title: Electronic Banking Specialist
Reports To: Deposit Operations Manager
Prepared By: Administrative Services

Department: Operations
FLSA Status: Non-Exempt
Updated Date: 4/08/2025

Summary: Under general supervision, the Electronic Banking Specialist is responsible for providing support to Online Banking and Debit Card users and performing and checking back deposit account file maintenance. Hours could range from 8am-5pm Monday-Friday and 8am-12pm Saturday.

Essential Duties and Responsibilities:

- Provide quality support to retail users by handling inquiries about all aspects of Online Banking, including Bill Pay, eStatements, eMobile, Alerts, etc.
- Provide quality service to BankWise users by being first line support for calls related to issues logging in or accessing functions within business online banking.
- Verify new Online Banking and eStatement enrollments.
- Review new Debit Card orders and perform card changes, as necessary.
- Investigate debit card related electronic fund transfer (EFT) customer disputes or fraudulent issues in accordance with state and federal regulations.
- Monitor suspect card activity by following up with the customer and/or branch account officer to verify authenticity of the transaction(s).
- Perform file maintenance on deposit accounts per established guidelines.
- Review prior day new deposit accounts and file maintenance activity for accuracy.
- Explain, promote, or sell products and services.
- Provide assistance training Bank personnel on the features and benefits of Online Banking and Bill Payment products and services.
- Work closely with Operations staff to ensure quality customer experience is achieved.
- Other duties as assigned

Supervisory Responsibilities: No supervisory responsibility

Position Qualifications: High School Diploma or GED, Minimum 1 year experience in basic computer applications and banking, Minimum of 1 year experience in back-office or call center environment. Excellent customer service skills, computer skills and the ability to communicate effectively, both verbal and written. Strong organizational skills with the ability to multi-task and to manage time and prioritize effectively.