

## **Electronic Service Representative – Job Description Summary**

Provide outstanding service to organization team members. Responsible for the maintenance, servicing, and improvements of electronic transactions on customer accounts including Visa Check Cards, Visa Credit Cards, ATM transactions, ACH, home banking, Call 24, payrolls, wire transfers, E-mail retrieval and overdraft privilege. Handles customer questions and assists with customer inquiries in resolving electronic account related problems. Through the development, enhancement and improvement of electronic services as well as maintenance of these processes, support is provided to each branch office.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment