

eBanking Payments Manager



*Salary Grade: 11
Exempt*

JOB TITLE: *eBanking Payments Manager*

REPORT TO: Deposit Operations/Ebanking Manager

DEPARTMENT: eBanking

Position Summary: Manages the development and continued improvement of digital banking and payments products and services. The eBanking Manager oversees the daily activities of the eBanking department and is responsible for providing direct support and supervision to staff. This position provides support to customers and other departments of the bank and intervenes to resolve the more complex customer service issues. Executes the bank's eBanking payments strategy and is responsible for deploying superior digital experiences within and across online, mobile banking and payment platforms to meet external customer needs. Drives execution and manages multiple strategic initiatives for new business and products. Performs supervisory duties for department, coordinates eBanking staff coverage and works to create efficiencies and enhance procedures. Promotes the image of the Bank in a professional and positive manner.

Primary Duties and Responsibilities:

- Develops and monitors policies and procedures for electronic banking processes in order to ensure compliance with established standards and regulations as they apply to electronic banking and ensures procedures are maintained and kept current for department and related activities.
- Oversee the day to day operations of the eBanking Department including customer service support, operating systems support, vendor management, and planning/development/marketing support.
- Works with various business units in the planning, design, development, and implementation of the goals that support the growth targets of the individual products and services.
- Responsible for quantifying customer needs, market potential, operational feasibility, and profitability of new and current products and services.
- Ensures all project/department milestones/goals are met and adheres to approved budgets.
- Monitors the productivity and daily functions of the eBanking staff to ensure compliance with Bank policies and regulatory requirements, and to maximize operational efficiencies and operational excellence.
- Help with escalation calls. Monitor service levels and process workflows to ensure calls and customer service requests are being handled on a timely basis.

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- Continually assess product lines' abilities to meet market needs and business objectives by researching industry trends, application and vendor offerings in order to make recommended changes to electronic banking products offerings and/or systems effectively.
- Develop knowledge of current banking/business line products, services, technology, regulations and make recommendations for products or changes to procedures.
- Offers courteous and professional service for customer inquiries or complaints with prompt responses and resolutions and provides customer and account support to branch personnel.
- Takes ownership of projects; research, gather data, evaluate, prepare reports and implement timely.
- Performs related operational, support and administrative functions as directed by the Deposit Operations Manager.
- All other duties as assigned.

Supervisory Responsibility:

- Supervise department personnel including: developing, training, monitoring performance, determining workload and delegating assignments, and evaluating performance. In conjunction with the Deposit Operations/eBanking Manager, participates in hiring, and initiating corrective or disciplinary actions.
- Ensures that all areas of the department are properly staffed to operate effectively and efficiently.
- Assumes responsibility for various department function in the absence of the Deposit Operations/eBanking Manager.
- Encourages others to set challenging goals and high standards of performance, and regularly meets with subordinates for coaching sessions.
- Resolves customer and department issues.

Knowledge, Skills, Requirements:

- Significant experience with deposit services, products and procedures.
- Supervisory experience
- Demonstrated ability to deliver and reinforce outstanding customer service.
- Proficiency with the COCC system.
- Knowledge and understanding of the bank's procedures and policies.
- Ability to work in pressure situations, delegate and prioritize.
- Completion of courses and seminars as directed by management.
- Must be detail-oriented

Physical Demands and Condition Requirements:

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- General office environment.

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.