



Job Title: Business Banking Analyst
Department: Operations
Classification: Hourly Nonexempt
Reports To: Executive Assistant

JOB SUMMARY

This position is primarily responsible for maintaining and supporting commercial banking customers with their online and electronic banking needs. This role involves high level customized support to commercial business, which may include technical and operational tasks.

CORE VALUES

- **Customer Experience**– Be a trusted advisor while providing exceptional customer service in a welcoming environment.
 - **Continued Growth** – Continually evolve with technology and our customers' needs.
 - **Collaboration** – Success built through teamwork, where each person contributes their strengths and works diligently to achieve a collective goal.
 - **Community** – Make an impact, strive for improvement, and be involved.
 - **Hard Working** – Be enthusiastic, energetic, and tenacious while maintaining a harmonious balance between work and personal lives.
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ESSENTIAL FUNCTIONS:

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Handles operational and technical support for a range of digital banking services like online and mobile banking, ACH processing, and remote deposit capture.
 - Assists businesses with navigating online banking platforms, resolving technical issues, and answering a variety of business banking inquiries.
 - Assists with opening and managing business accounts, including offering products and services to the business.
 - Account Management: performs the necessary and required due diligence on business banking customers, including analysis of exposure limits and review of services provided to the business.
 - Fraud Prevention and Security: reviews account activity, identifies potential fraud, handles disputes, and ensures compliance with banking regulations and security standards.
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EDUCATION, QUALIFICATIONS & TRAINING:

- Must possess a High School Diploma
 - Effective written and verbal presentation skills – ability to communicate effectively with board of directors and regulatory authorities.
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PERFORMANCE EXPECTATIONS:

- Excellent analytical skills, including comfort working with large data sets and proactively identifying relevant analyses and takeaways
 - Strong attention to detail, time management and organizational skills as well as verbal and written communication skills.
 - Ability to multi-task.
 - Must be discreet and trustworthy to hold confidential information.
 - Team participant in company functions and community support.
 - Strong work ethic.
 - Effective organizational and time management skills.
 - Work cooperatively with and maintain effective communication and working relationship with customers, co-workers, and manager.
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TOOLS & EQUIPMENT

- Must be able to navigate and efficiently operate standard office equipment such as computers.
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WORKING CONDITIONS & SPECIAL REQUIREMENTS

1. Must be able to lift, push, or pull between 25-50 lbs.
2. Must be able to stand for indeterminate amounts of time while assisting customers.
3. Work is mainly performed under general office conditions in a retail-banking establishment.
4. Willing and able to work required overtime and travel, as necessary.
5. Must be flexible and demonstrate the ability to adapt to new job locations and reassignments as directed.
6. While working with customers, the employee may encounter abusive, aggressive, or unpredictable behavior.
7. Must observe safety and security policies and procedures at the branch.