



The National Bank of Indianapolis

Job Posting: Electronic Banking Specialist – ATM/Debit Card Disputes & Quality Control

A Stable and Growing Employer

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 300 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401(k), profit sharing, and wellness benefits.

Who We Are Looking For

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their co-workers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

How to Apply

To express interest in an open position at the Bank, please email your resume to Resumes@NBofI.com or call 317/261-3271.

We invite you to learn more about The National Bank of Indianapolis at
<http://nbofi.com/careers.php>

The National Bank of Indianapolis is an Equal Opportunity Employer
(Minority/Female/Disability/Veteran)





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Purpose of Position: Working as part of a service center team, the incumbent is responsible for comprehensive customer service and technical support for internal and external users of the Bank's electronic banking delivery systems, providing the highest quality of service to every customer. While the position focuses on quality control and ATM/debit card disputes, ancillary support for other Electronic Banking services is required.

Essential Functions:

- ◆ Respond to customer questions, requests and concerns, both written and oral, in a timely manner
- ◆ Provide the highest level of customer service and technology support for client end users via phone calls and emails, including but not limited to: asking questions to gather information needed to accurately diagnose specific technical problems; communicating effectively with users with a diverse level of experience; explaining how products and services work, communicating technical information in commonly understood terms; consulting and instructing users on hardware and software issues, working with understanding of basic networking technologies
- ◆ Monitor, review and process disputes for debit cards, and FIS
- ◆ Review, verify and track outgoing ACH files
- ◆ Perform quality control on imaged documents, and second day verification of daily work
- ◆ Review system reports for accuracy
- ◆ Collaborate with other departments in the Bank as appropriate to resolve issues
- ◆ Process and log various transaction totals for monthly reporting
- ◆ Serve as a backup for other EB positions

Requirements:

- ◆ High School diploma or equivalent required; some college coursework preferred
- ◆ Minimum of 3 years of relevant work experience in banking operations; knowledge of electronic banking products and services preferred
- ◆ Exceptional customer service and communication skills, including the ability to convey technical information in commonly understood terms
- ◆ Excellent interpersonal skills, exhibiting a high degree of professionalism
- ◆ Proven analytical and problem solving skills, with the ability to think critically, evaluate needs and develop a plan of action
- ◆ Ability to organize, multi-task and prioritize tasks, switching easily between systems while troubleshooting problems; ability to work independently under pressure and meet deadlines
- ◆ High degree of accuracy and attention to detail
- ◆ High level of computer proficiency, including strong working knowledge of Microsoft Office products and similar applications; working knowledge of computer hardware, software systems and networking technologies

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