Waukesha State Bank

151 E. Saint Paul Ave – PO Box 648 Waukesha WI 53187-0648
Phone: 262.549.8506 Fax: 262.574.4209 E-mail: hr@waukeshabank.com

Electronic Banking Specialist

Full Time	**Department Hours – Monday through Friday 8:00am – 5:00pm** May include occasional Saturdays and/or additional hours as needed

Job Duties:	• Provide first-tier customer service support to business customers using WSB online products and services such as *e*Corp, Business Bill Pay, Remote Deposit, ACH Origination, etc.
	• Provide second-tier customer service support to consumer customers using online products and services such as VaultLink, Mobile Banking, Bill Pay, etc.
	• Serve as an internal information and referral resource for WSB online banking products and services for bankers throughout WSB, most often including Commercial and Small Business Bankers, Bank Managers and Personal Bankers
	• Meet with business customers to assess online banking needs and determine appropriate products and services, either jointly as part of a business sales call or individually as a follow-up meeting.
	• Work closely with new online business customers throughout the set up and training process, including
	  • Setting up online access to the customers' specifications within parameters of WSB's policies
	  • Assisting with onsite installation of online products as well as with onsite customer training
	  • Assisting with periodic site visits to verify customer compliance with WSB's policies and procedures for security and bank compliance
	• Cross-sell other bank products and services
	• Assist with various additional departmental responsibilities including wire transfer, ACH file and/or lockbox processing as needed
	• Additional projects and responsibilities as assigned by Manager of Electronic Banking

Job Qualifications:	• At least 6 months' experience in a WSB retail banking position (CSR or higher) • Strong technical knowledge of computers and Internet browsers • Proficiency in Microsoft Office products • Successful history of making logical, needs-based product recommendations to business and consumer customers • Ability to work independently, handle multiple tasks and responsibilities and shift priorities as needed to ensure goals and deadlines are met • Strong problem-solving, customer service and conflict resolution skills • Desire to work in a community bank and represent WSB in a professional and ethical manner at all times
Preferred Skills:	Knowledge of ACH rules and regulations

If you have an interest in or would like more information about this position,
contact Human Resources at (262)549-8506 or HR@waukeshabank.com.
Equal Opportunity Employer