



## Jr. Client Care Specialist

<b>TITLE:</b> Jr. Client Care Specialist	<b>REPORTS TO:</b> VP Operations Supervisor
<b>DEPARTMENT:</b> Operations	<b>FSLA:</b> Non-Exempt
<b>JOB SUMMARY:</b>	
Provide quality customer service and support to internal and external clients of the Bank through the Customer Contact Center.	
<b>EXAMPLES OF KEY DUTIES:</b> <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>	
<ul style="list-style-type: none"><li>➤ Field clients and internal department phone calls and provide support for Debit Cards, Online Banking, RDC, Mobile Deposit (RDA), and BillPay.</li><li>➤ Process ACH, Positive Pay, RDC, and Wire Transfer Agreements and set clients up in the system.</li><li>➤ Schedule ACH, Positive Pay, and Wire Transfer training.</li><li>➤ Support non-phone work responsibilities, including email communication, scanning, responding to back office and website questions/messages.</li><li>➤ Make recommendations for improvements to Bank processes, products, and services.</li><li>➤ Maintain professional and technical knowledge through ongoing training initiatives.</li><li>➤ Develop and maintain procedures as necessary.</li><li>➤ Responsible for complying with internal procedures and operating in a manner to meet statutory and regulatory requirements.</li><li>➤ Performs various other duties as assigned.</li></ul>	
<b>QUALIFICATIONS:</b>	
<b>Education and Experience:</b> 1-3 years of relevant retail/deposit operations experience.	
<b>Required Skills:</b> Strong analytical, technical, and problem-solving skills.	
<ul style="list-style-type: none"><li>• Self-motivated with attention to detail and project oriented.</li><li>• Excellent communications skills; speaks clearly, and persuasively.</li><li>• Sound judgement – willing to make accurate and timely decisions.</li><li>• Plans and organizes time according to priorities and work plans for efficient use of time.</li></ul>	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.

<b>PHYSICAL DEMAND AND EQUIPMENT USED:</b>
Must be able to sit, walk or stand for extended periods. Must be able to travel to branch locations. Must be able to travel for business related matters. General Office environment. General Office equipment.
<b>LAST UPDATED: January 2026</b>