



May 16, 2022

JOB OPENING NOTICE

“AN EQUAL OPPORTUNITY EMPLOYER”

Customer Service/Returns Desk/Computer Room

The ideal candidate will have:

- Excellent interpersonal and communication skills
- A professional telephone voice, a neat appearance, and good manners
- Problem solving skills and a passion for helping customers
- Strong computer skills, including a familiarity with JHA Xperience products, Microsoft Word, Excel, and Outlook
- Previous banking experience preferred

Duties include:

- Answering inbound customer phone calls, emails and online banking messages
- Assisting customers with their online banking needs (i.e. resetting passwords, unlocking accounts, navigating the site and mobile app)
- Account maintenance (i.e. updating addresses and phone numbers)
- Helping customers with their debit cards which includes verifying transactions and investigating fraudulent charges
- Working the Returns Desk which includes working stop pays, non-post items, and NSF items
- Sending ACH origination files, RDC files, and working ACH unposted items and origination returns
- Reviewing bill pay enrollments and mobile deposit enrollments and items
- Executing in-house transfers
- Statement, check, and notice preparation, working the mail room and other duties as assigned
- Transferring phone call to employees as necessary

Resumes to Amanda Calaway or Theresa Canant by 5pm on May 20, 2022.

EOE disability/vet