



Electronic Banking Specialist

Role Overview:

The Electronic Banking Specialist supports electronic banking functions including Online Banking, ACH, Wire, and Remote Deposit Capture. The EB Specialist provides customer support and training on related products and works with the Treasury Management and Retail team. The specialist plays a key role in maintaining the integrity of electronic banking-related systems and data through a variety of operational tasks. All positions at Grand River Bank require dedication and commitment to the Bank's core values: Live the Platinum Rule, Do the Right Thing, and Make it Happen.

About the Role:

- Provides a high level of customer service for both external and internal Bank customers while taking ownership for solutions.
- Serves as knowledge expert regarding electronic banking products and services.
- Business Online Banking enrollments, setups, and maintenance.
- Business Online Banking customer support.
- ACH daily file processing, including exceptions and return items.
- Process ACH exception and return items.
- Remote Deposit Capture enrollments, support, and customer training
- Wire daily processing, including incoming and outgoing wires.
- Online wire support and customer training.
- Provide incoming phone assistance regarding account and online banking issues.
- Understand and support the Bank's policies, procedures, and relevant regulatory requirements.
- Contribute to ongoing process enhancements and efficiency efforts.
- Assist management in identifying areas of risk.
- Performs other related duties as assigned.

About You:

- Professional demeanor with exceptional customer service skills.
- Technically curious with a desire to solve technical problems and share that knowledge with others.
- Positive attitude with the ability to work independently and contribute to a high-functioning team environment.
- Proficient with Microsoft Office and banking software, and the aptitude to learn new technologies quickly.
- Excellent verbal and written communication skills.
- Excellent analytical and problem-solving skills.
- High degree of attention to detail and organizational skills.
- 2+ years of related banking experience required, and ideally hold (or will pursue) AAP certification.