



## **First National Bank Job Description**

**Title:** Account Processor

**Department:** Account Processing

**Reports to:** Electronic Banking Officer

**Classification:** Non-exempt

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**Position Summary:** The Account Processor position reports directly to the Electronic Banking Officer. The primary responsibilities include assisting with the day-to-day issues dealing with both internal and external customers regarding the products and services provided by the bank.

**Customer Service:**

- Provide a high level of customer service.
- Understand internal and external customer needs, as well as understanding the bank products offered.
- Provide cross-selling products and services that would benefit the customer.
- Daily maintenance on customers, pertaining to addresses, accounts, & customer information.
- Resetting and updating PIN's for businesses and individuals online banking.

**Processing: (May be asked to do the following)**

- Process many of the deposit and electronic functions for the bank.
- Process all wire requests, which includes balancing the daily wire port, post wires, and run final reports.
- Process all ACH functions, including incoming and outgoing ACH prenotes, work ACH items stopped, and daily ACH maintenance items.
- Review bank transactions for possible fraud
- Balance accounts
- Process all requests for online banking, text banking, debit cards, etc.
- Process returns
- Be able to process assigned OnBase tasks

**Other:**

- Assist others within the department with overflow projects includes being cross-trained in other departments.
- As part of the overall bank's team of employees, this position may be requested to assist in the support of other bank activities.

**Competencies:**

- **Oral/Written Communication:** ability to express thoughts and ideas in a clear and concise manner for a variety of audiences and all levels of staff.
- **Attention to Detail:** regard for all important details to assure accuracy in every transaction performed, detect errors, and follow through on corrections and details.
- **Technical Skills:** understands the potential of automation in completing work and improving efficiency within various functions.
- **Time Management:** effectively manage one's time to complete work to meet deadlines and the ability to prioritize tasks to make the best use of time for high priority tasks.
- **Adaptability:** able to adjust quickly to different work situations, remain composed during stressful situations.

**Education:** Bachelor's Degree or A.A.S Degree in Accounting/Business



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### **Experience/Knowledge/Skills:**

- Banking experience
- Business office experience
- Problem solving knowledge
- Typical office environment skills
- Strong computer skills
- Excellent communication skills
- Accounting skills
- Customer service skills

### **Training:**

- All BVS Training assigned
- Basic day-to-day training

**List of software, tools, or other devices that may be used by this position:** Microsoft Office, Outlook, Jack Henry (CIF 20/20), Wire system, ACH system and OnBase.

**Physical Demands:** actively listening, talk on the phone, squatting, lifting 50lbs, eye coordination, sitting, and reaching.

I have read and understand this job description. I accept and understand these responsibilities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This position description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job related duties requested by management.