OPPORTUNITY BANK OF MONTANA
JOB DESCRIPTION

Job Title: Electronic Banking Manager

Position Summary: Responsible for development, administration, maintenance and management of all aspects of the Bank's electronic banking delivery channels, products and services, including management of staff. Performs duties independently under limited supervision of the Chief Operations Officer or Operations Officer.

Core Competencies

Demonstrated ability:

- To maintain confidentiality
- To provide excellent customer service
- To handle stress and meet deadlines/goals
- To lead and communicate effectively; work independently and as a team member
- In attention to detail and accuracy
- To read, analyze, interpret and effectively apply and communicate (in writing and verbally) general banking periodicals, technical procedures and governmental regulations
- To write reports, business correspondence and procedure manuals
- In advanced knowledge navigating multiple computer systems and various applications
- In oral communication and interpersonal skills
- In judgment and decision-making
- In analytical and problem-solving skills
- In project and time management
- In being self-motivated and open to change

Physical Requirements

Ability to:

- sit for extended periods of time
- use telephone frequently
- extensive use of computer screen
- normal or correctable to normal vision and hearing
- reach, stand and walk on frequent basis
- lift and carry up to 20 pounds on occasional basis
- kneel, crouch and climb on occasional basis

(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions)

Environmental Demands

Exposed to potential hazard of robbery – position receives detailed instructions to minimize risk

Education and Experience Requirements

High school diploma or equivalent

4-year college degree (accounting, business, finance, management or related) & 4 years relevant experience - or equivalent combination of education & experience

Extensive knowledge of electronic banking delivery, products and services

Experience with time and project management

Leadership and Supervisory experience

Education and Experience Preferences

Experience with computer, device, apps and internet technology & troubleshooting

Extensive experience training others

Extensive knowledge of bank operations & software, regulations, NACHA/UCC, products & services

Extensive knowledge of new account documentation, policy and procedures

Extensive knowledge with cash management documentation, policy and procedures

Licensing/Certification Requirements

Other Requirements

FLSA Status

☐ Eligible for overtime pay

☒ Exempt from overtime compensation

Supervisory Responsibilities

As outlined in Essential Functions & Key Areas of Responsibility

Classification Level

Officer

Work Hours

Typical schedule may be varied and flexible Monday-Friday between 7:30 a.m. – 6:30 p.m. with flexible hours as needed during peak times, vacations, and sick leave. Some job positions regularly work Saturday shifts and supervisor will advise if applicable to this job position.

Employee may also be required to work extended hours on an occasional basis in order to fulfill job duties and responsibilities as outlined in Essential Functions & Key Areas of Responsibility.

Essential Functions & Key Areas of Responsibility

- Develop, administer, maintain and manage all aspects of the Bank's electronic banking delivery channels, products and services, including but not limited to, online, mobile, new account opening, remote & mobile deposit, ATM deposit, bill pay, P2P, external transfers, business cash management services, telephone banking and debit card program.
- Research, recommend, and implement electronic banking channels, products and services according to strategic or department roadmap, goals and objectives. Assist with preparing or updating risk assessments.
- Lead, manage, develop, direct, and hold accountable electronic banking support staff.
- Ensure exceptional customer service and back office support to both customers and staff.
- Review and update electronic banking policies, procedures, training material, service agreements and disclosures to ensure compliance with federal and state regulations and bank policy.
- Ensure effective and timely communication of all changes to or issues regarding electronic banking and conduct regular training with department and bank staff.
- Design and track electronic banking volume and trends and make recommendations for new technology or process efficiencies.
- Assist with department roadmap, timelines and budget.
- Work with appropriate departments to increase usage of electronic banking across all channels.
- Assess and/or assist with release upgrades, problem resolution with appropriate vendors or staff.
- Assist with implementation of special projects.
- Assist with audits and exams and remediation of findings as needed.
- Perform other related duties as assigned.

Disclaimer: The information portrayed on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employees assigned to this job.

Employee Signature_____ **Date**_____