



DIGITAL BANKING SPECIALIST ZEBULON

United Bank is a growing 112 year old \$1.3 billion Community Bank that proudly provides *Signature Service* to our customers in 18 locations in 11 counties throughout Middle Georgia.

Job Summary:

The Digital Banking Specialist is responsible for providing 2nd-level support to our customers using our digital banking services. The specialist independently assesses and processes inbound calls, digital banking applications, and emails to deliver a seamless service experience that deepens and strengthens customer relationships. Women and Minorities are encouraged to apply.

General Description/Duties:

Required duties include but are not limited to the following:

- Provide in-depth phone support for digital delivery channels such as email correspondence, online chat, mobile banking and internet banking.
- Process digital banking applications in a timely, efficient manner with a diligent awareness of fraud and excellence in customer service.
- Process digital banking requests from customers and bank employees in a timely manner..
- Work with the digital banking team to provide excellent, timely service and technical troubleshooting to customers.
- Actively support and promote digital banking products and services within the bank and the community.

Requirements:

- Data Entry Capabilities – able to enter information quickly and accurately while juggling other tasks.
- Decision maker – able to make confident, sound decisions regarding a service request/application or presented problem, while understanding the delicate balance between risk and customer service.
- Proven adaptability for new technology and expertise in information systems. Expertise in mobile technology a plus.
- Demonstrate the ability to judge when to act independently and when to confer with management.
- Strong working knowledge of common computer applications such as Microsoft Outlook, Word, Excel.
- Strong verbal communication skills that include the ability to listen intently, speak clearly and explain complex issues simply and concisely, while engaging the customer in pleasant conversation.
- Strong written communication skills including the ability to write clearly and concisely while conveying a friendly, helpful demeanor. Grammar and spelling meet acceptable business writing standards.
- Attention to detail and accuracy in both written paperwork and customer interactions.
- Excel in multi-tasking environment.
- Outstanding ability to problem-solve and find creative and innovative solutions.
- Able to work independently with minimal supervision.
- Demonstrate a positive, respectful attitude and the ability to work harmoniously with other employees.
- Confident, self-motivated, and skilled in time management.
- Previous banking, data entry, technical troubleshooting or customer service experience a plus.

United Bank provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, veterans status, disability unrelated to job requirements, genetic information, military service, or other protected status. Please send all resumes to lgosdin@unitedbank.net