



POSITION DESCRIPTION

Position Title:	Digital Services Manager	Hours:	Monday - Friday
Reports To:	SVP, Operations and Digital Services	FLSA Status:	Exempt
Department:	Digital Services		

SALARY RANGE

The annualized range for this role is \$80,000 - \$110,000. The pay rate for the qualified applicant will be determined based on a variety of non-discriminatory factors. The factors may include, but are not limited to, job-related knowledge, skills, location, and experience. Specific roles may be eligible for performance-based incentive compensation, bonus, and/or equity awards.

POSITION SUMMARY

The Digital Services Manager oversees daily operations, client support, department reporting, audits, and manages the department staff and development. When needed, the Manager assists the Digital Services support team and clients in navigating the risk and services of digital banking and ancillary business products, such as remote and mobile deposit capture, ACH origination, sweeps, and positive pay. The Manager makes decisions balancing risk to the bank and customer service. They work closely with senior management to maintain policies and risk assessments, implement new solutions, participates in budgetary and strategic planning, and maintains close relationships with other department managers. Commencement employees embrace and practice the Bank's core values: Dedication, Teamwork, Integrity, and Respect and support an environment of diversity, equality, and inclusion within all aspects of the organization.

The Digital Services Manager position is a management and leadership role. A qualified candidate will have an extensive background in Digital Services/Cash Management and leadership that includes managing, information security, coaching, risk management, analysis of issues, creating efficiencies, and compliance. This position will support Digital Services clients and Bank employees through multiple platforms and will ensure the department maintains the Digital Services Standards of Service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, as applicable
- Follow all BSA/AML/OFAC guidelines and complete annual training as assigned
- Provide direction and support for the Digital Services department during the sale and implementation of Digital Services products, including drawing agreements
- Serve as primary escalation point for all issues
- Make decisions and exercise good judgement within guidelines and with special attention to risk
- Write, enhance, or approve department policies and procedures to maintain current regulatory compliance and operating efficiencies

- Oversee the departments training and development including role development and information security
- Lead department in audits and audit requests. Interact with auditors and regulators as needed.
- Perform one-on-one and department-wide coaching as needed, periodic employee reviews, and daily personnel management
- Lead project management as assigned
- Assist in department budgetary and strategic planning, including staffing and products
- Manage tasks and workload for staff with the ability to make changes quickly when necessary
- Find and approve best-practices and department efficiencies
- Communicate department issues, successes, and ideas to senior management
- Manage daily processes, retention and documentation as needed
- Manage product implementation, testing, or vendor onboarding
- Exemplifies continuous personal development in leadership, product knowledge, and industry knowledge
- Other duties as assigned

REQUIRED SKILLS

- At least 3 years' experience working in Digital Services /Cash Management or management role
- Demonstrates effective leadership qualities and ability to manage staff quickly
- Demonstrates good judgement in making decisions that protect the bank and uphold the customer service level expected
- Extensive knowledge related to Word, Excel, Teams, operating systems, and browsers
- Self-starter with initiative
- Proven ability to mentor and train others to make decisions within their guidelines
- Detail oriented with strong skills in prioritizing their own workload as well as others
- Proven ability to analyze, evaluate, and resolve issues while ensuring the efficiency and effectiveness of ongoing operations
- Proven ability to sell products when needed and train others to do the same
- Proven ability to work collaboratively with other bank departments to reach mutual goals
- Proven ability to communicate clearly, effectively, and professionally with management and internal departments, both verbally and in writing
- Desire to learn; Proven ability to learn and follow written procedures
- Proven ability to adapt to changing situations and interruptions
- Proven ability to work unrelated processes simultaneously
- Must lead by example, delegate, and demonstrate organization
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions

WORK ENVIRONMENT

- Must be able to remain stationary for long periods of time
- Must be able to effectively communicate and exchange accurate information
- Must be able to support clients through multiple platforms simultaneously

QUALIFICATIONS

- High school graduate or GED required
- Certification related to the risk, or products of Cash Management required within 2 years

BENEFITS INFORMATION

Commencement Bank strongly believes in the importance of investing in the health and welfare of its employees and their families. To extend our gratitude for the time and services they provide to our clients and communities, Commencement offers an exciting total rewards package including base salary and a comprehensive package of benefits.

Benefit eligibility begins the first day of the month following the date of hire for employees who are regularly scheduled to work at least 20 hours weekly. Eligible employees will receive benefit options including:

- comprehensive and competitive paid healthcare coverage (medical, dental, and vision) with discounted premiums for dependents
- 401(k)-retirement savings plan with employer match
- employee stock purchase program
- employee assistance program (EAP)
- life insurance
- long-term disability insurance
- flexible spending account
- voluntary benefit options
- tuition reimbursement
- paid parking
- vacation time and a personal float day
- vacation purchase option
- paid time off for illness, volunteerism, and holidays
- logo wear allowance
- employee appreciation activities

Job description is subject to change at any time.