



POSITION DESCRIPTION

Position Title:	Digital Services Support I	Hours:	40 Hours
Reports To:	Digital Services Manager	FLSA	Non-Exempt
Department:	Digital Services – Downtown Tacoma	Status:	

SALARY RANGE

The hourly range for this role is \$22.00 – \$30.00, and the pay rate for the successful applicant will be determined based on a variety of non-discriminatory factors which may include, but is 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 Support I position assists clients and Bank employees in the navigation of digital banking and ancillary business products, such as: remote and mobile deposit capture, ACH origination, sweeps, and positive pay. The Digital Services Support I strives to provide the best in market experience by dedicating to assist clients in a professional, friendly, positive, and efficient manner, while following security procedures to maintain confidentiality of client information. 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 Support I position is an entry-level department position. A qualified candidate will have some background in banking and strengths in attention to detail and customer satisfaction. This position will support business clients, consumer clients and Bank employees through multiple platforms and will maintain the Digital Services Department’s Standards of Service. A Digital Services Support I excels in a team environment and interdepartmentally, with the ability to be a self-starter that can work independently to accomplish tasks. All positions are expected to maintain compliance with all bank policies, procedures, and regulations.

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 quarterly and annual training as assigned
- Provide support for the Digital Services Department during the sale and implementation of digital products, including drawing agreements
- Conduct client onboarding and training for digital products and services including remote deposit capture, consumer and business internet banking, mobile banking, online bill pay, ACH origination, positive pay, sweep services, wire transfers and account analysis
- Serve as primary client support contact for digital products and practice strict security protocols and procedures when handling client information
- Assist with monthly reporting as needed
- Perform ongoing maintenance and updating of customer files

- Perform data entry and scanning/imaging to further efforts of a paperless department
- Maintain the retention of Digital Services Department documents
- Take initiative in personal development plan to grow job specific skills and proficiencies
- Other duties as assigned

REQUIRED SKILLS

- Knowledge related to Word, Excel, Teams, operating systems, and browsers
- Self-starter with initiative
- Ability to work under limited supervision and exercise good judgement within guidelines
- Detail oriented with strong skills in prioritizing
- Ability to analyze, evaluate, and resolve issues while ensuring the efficiency and effectiveness of ongoing operations
- Ability to work collaboratively within a team and with other bank departments to reach mutual goals
- Ability to communicate clearly, effectively, and professionally with internal departments, both verbally and in writing
- Desire to learn; Ability to learn and follow written procedures
- Ability to adapt to changing situations and interruptions
- Ability to work unrelated processes simultaneously
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions

DESIRED SKILLS

- Digital Services, Electronic Services, Cash Management, or Treasury Management experience
- Experience with onboarding, training, and implementing financial services for clients
- Experience installing, supporting, and troubleshooting remote deposit capture
- Experience supporting and troubleshooting technical systems, including a mobile application
- Experience in customer support by phone, email, and Microsoft Teams

WORK ENVIRONMENT

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

QUALIFICATIONS

- Minimum one year experience working for a financial institution
- High school graduate or GED required

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

This job description is subject to change at any time.