



#### **POSITION DESCRIPTION**

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

#### **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**

- Provide support for the Digital Services Department and respond to Digital Services inquiries and support tickets through Microsoft Teams, email and phone
- Serve as primary client support contact, perform routine troubleshooting of digital services products, and escalate complex issues when necessary
- Maintain accurate records of support interactions and customer documentation
- Identify opportunities to recommend relevant digital and cash management products or services
- Partner with Cash Management Officers during onboarding and implementation to ensure a smooth transition and setup for new business customers
- Conduct training for digital products and services including; remote deposit capture, consumer and business online banking, bill pay, ACH origination, positive pay, sweep services, online wire transfers, and account analysis

- Assist with monthly reporting
- Collaborate with internal teams to ensure timely resolution of customer requests
- 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
- Other duties as assigned

#### **REQUIRED SKILLS**

- Proficiency with Microsoft Word, Excel, Teams, web browsers, and common operating systems
- Self-motivated and proactive with a strong sense of initiative
- Willingness to pursue personal development and grow professionally within the role
- Strong attention to detail and ability to prioritize tasks effectively
- Capable of working independently and exercising sound judgment within defined guidelines
- Analytical and problem-solving skills with the ability to evaluate and resolve customer issues efficiently
- Comfortable working in a fast-paced environment with frequent interruptions and shifting priorities
- Ability to manage multiple unrelated tasks simultaneously
- Strong verbal and written communication skills; able to communicate clearly and professionally with customers and internal teams
- Team-oriented with the ability to collaborate across departments to achieve common goals
- Eagerness to learn new systems and procedures; ability to follow documented workflows
- Demonstrates integrity, ethical behavior, and accountability in all actions
- Treats others with respect and professionalism

#### **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.**