

**VERABANK  
JOB DESCRIPTION**

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**JOB TITLE:** Branch Support Specialist

**DEPARTMENT:** Branch Support

**SUPERVISOR:** Branch Support Manager

**FLSA STATUS:** Non-Exempt

**DATE:** March 30, 2015

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**JOB PURPOSE**

Responsible for providing branch employees adequate support regarding internal processes. Independently assesses and processes inbound inquiries to accomplish a satisfactory result for the internal customer and the bank. Proactively makes recommendations regarding products, policies, processes and technologies. Provides internal customer service for all branch employees according to department service standards.

**DUTIES AND RESPONSIBILITIES**

1. Professionally processes inbound calls, emails and other modes of communication concerning technical difficulties, questions, product and service information, bank policy, bank procedure, and various internal customer requests. Provides internal guidance, support and problem resolution.
2. Maintains technical knowledge of various bank products, services, and internal policies and procedures.
3. Efficiently interprets and explains bank policies, procedures, special programs, technologies, and processes and ensures internal customer understanding of information being communicated.
4. Maintains compliance with various banking laws and regulations.
5. Proactively advises management of irregular or recurring problems and suggests improvements to products, policies, procedures, processes and technologies to better service the bank's internal and external customers.
6. Proactively serves as a liaison for the internal customer and takes ownership of customer problems. Pursues solutions on behalf of the internal customer and independently resolves inquiries.
7. Proactively identifies and advises management of opportunities for improvement in branch staff knowledge, training, development and performance.
8. Provides internal communication through various communication channels, such as intranet, email, conference calls, and internal training sessions.
9. Provides and receives cross training within department in order to improve department service levels and facilitate sharing of knowledge and development of team member skills.

## **CONTACTS**

Daily contact with branch employees, supervisor, co-workers, other bank departments and managers. Occasional contact with auditors, examiners, vendors and suppliers.

## **SPECIFIC REQUIREMENTS**

1. Two or more years of experience in banking in a retail or operations position.
2. Excellent oral and written communication skills.
3. Excellent customer service skills.
4. Ability to work independently and as a team with excellent time management skills.
5. Knowledge of various personal computer programs and various electronic communication channels. Proficient with internet, intranet, email, and other technologies.
6. Ability to independently and effectively resolve usual and customary service inquiries.

## **PREFERRED REQUIREMENTS**

1. Familiar with the bank's core accounting system.
2. Comprehensive knowledge of banking rules and regulations.
3. Detail oriented.
4. Knowledge of various banking departments.
5. Effective provider of training and coaching to internal staff.

## **PHYSICAL REQUIREMENTS**

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Occasional lifting and carrying of objects weighing up to 15 pounds. Motor vehicle travel between bank locations may be required.

## **NOTICE**

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.

6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

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Employee

Department/Division Manager

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Date

Date