



IDAHO FIRST BANK

PEOPLE FIRST. COMMUNITY FIRST.

Location

McCall, Idaho

Standard Hours

40

Full-Time/Part-Time

Full-time

Reporting To

Bank Operations Manager

Compensation

\$17.00/hour

Job Description

Do you have great Customer Service skills, attention to detail and like to work with people? Idaho First Bank may have just the career opportunity for you!

The McCall Branch of Idaho First Bank is recruiting for a full-time Client & Bank Support Specialist I. The successful candidate will have superior communication skills and a desire to assist customers with their account maintenance and transactions. This person will work with individuals via telephone or other electronic communication methods.

The Client & Bank Support (CBS) Specialist I is also responsible for providing assistance with backroom operational duties, including, but not limited to, processing information for new and veteran accounts, reviewing ongoing systems and reports, and assisting with other bank duties as needed.

This position assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

Essential Functions

- Provides customer phone/email/text service with balances, transfers, online banking set up, etc
- Performs new account verifications by ensuring that required information per CIP Policy has been obtained, and documents have been properly completed and scanned.
- Reviews Jack Henry, ATM, and Synergy daily reports to ensure accurate inputs and data within the system.
- Performs daily bank management review to confirm Net Teller customers are released from lock position, manages customer message center, and Net Teller Bill Pay OFAC suspects and monitors iPay
- Assists with bank operation certifications.
- Processes Returned Mail using outlined procedures.
- Reviews daily OFAC reports, certifies OFAC hits in Jack Henry, updates OFAC SDN list and processes accordingly.
- Uses the Jack Henry Yellow Hammer Fraud Detective and BSA product to monitor customer's accounts.



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- Processes Levy, Subpoena, Garnishments
- Assist with filing and scanning.
- Re-issuing expiring debit cards
- Various other duties as assigned

Education and Experience Requirements

- Intermediate skills in computer terminal and personal computer operation; mainframe computer system; and word processing, spreadsheet and account opening software programs.
- Basic math skills; calculate interest and balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors; count currency, coin and negotiable instruments in a timely manner.
- Effective oral, written and interpersonal communication skills with the ability to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to deal with difficult problems involving multiple facets and variables in non-standardized situations.
- Ability to work with general supervision while performing duties.
- High school diploma or general education degree (GED); and **one (1) year** of related experience and/or training; or the equivalent combination of education and experience. (*Work related experience should consist of cash handling, branch and loan operations and customer service through a financial institution. Additional educational experience consisting of internal training sessions and/or programs offering business or financial related curriculum.*)

About IFB

Idaho First Bank (IFB) is a full-service state-chartered community bank established in October 2005 and headquartered in McCall, Idaho. Known for its People First, and Community First motto, IFB serves the greater southwest Idaho communities with five additional branches located in New Meadows, Eagle, Ketchum, Nampa, Boise, and a Loan Production Office (LPO) in Bend, Oregon. Idaho First Bank is a member of the FDIC and an Equal Housing Lender. For more information, visit us at www.idahofirstbank.com

Applications and resume should be submitted to HR@idahofirstbank.com
AA/Equal Opportunity Employer