



BOOKKEEPING / CALL CENTER REPRESENTATIVE II SALARY GRADE 3

Since its inception in 1973, the owners and management of NBT have maintained the same long-term vision for the bank. We are a locally owned, independent, community bank that intends on providing prompt, courteous service to our customers, and looks to establish long-term relationships with those we serve.

We not only strive to meet the banking needs of those we serve, but through our staffs involvement with city governments, schools, non-profit organizations and service organizations, we also work to improve the communities we serve.

Reports to: Bookkeeping Call Center Manager

Classification: Non-Exempt

Summary/Objective

The Bookkeeping / Call Center Representative's responsibilities consist of telephone and personal inquiries from customers, processing overdrafts and return items, processing all applications for the bank via the computer, balancing general ledger accounts, processing wires, filing daily work, processing ACH transactions and sorting reports.

Primary Responsibilities:

- Call Center duties
- Review and work morning and maintenance reports, complete reconcilements, work charge backs, NSF's and large items

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Answers incoming telephone inquiries in a secure manner verifying caller and if they are authorized to receive information.
- Provides general customer service, including: ordering checks, telephone transfers, stop pay requests, balances and check to see if an item cleared.
- Reviews daily new account maintenance.
- Reviews daily reports.
- Scans and indexes documents.
- Balances deposit applications, ATM, ACH and various GL Accounts. Record totals from journals and computer, run 10-key and make GL entries.
- Processes Chargebacks.

- Works Large Item Report.
- Works Unposted/NSF Items Report.
- Balances official checks .
- Updates account analysis from tellers on a daily basis.
- Reviews New Change Stop Hold report for previous day stop payments to verify proper completion in JHA 20/20 and on all forms.
- Reviews all incoming and outgoing wire transfers for proper completion and clerical errors on a daily basis.
- Completes and reviews, as needed, forgery affidavits to assist customers with fraudulent activity on their accounts. Credits customer's accounts back for items already posted.
- Performs debit card maintenance, including: ordering, hot carding, limit raises and travel notifications.
- Provides customer support for **MyCardRules**.
- Completes customer's provisioning requests for tokenization.
- Performs iPay password resets and limit raises.
- Provides Online Banking support and password resets.
- Provides support for the MyNBT mobile app.
- Works online/mobile banking messages.
- Reviews mobile deposits.
- Perform third party funds verification.
- Works return mail maintenance.
- Performs research.
- Provides assistance on special projects.

Position Qualifications

- Must be able to work with confidential information.
- Must have prior knowledge of loan documentation.
- Ability to speak read and write in English clearly enough to communicate and interact with customers and bank staff.
- Must be flexible to deal with conflicting demands on time by customers, officers and employees, daily work, and telephone calls.
- Must be systematic and organized in order to effectively perform the variety of tasks the position requires.
- Must be a loyal team worker; one who is willing to help others, both within the department and in other departments.
- Must have a pleasant demeanor and effective communications in working with officers and employees, the public, and vendors.
- Must be dependable in both attendance and punctuality.
- Must be willing to take initiative to learn new tasks and accept new responsibilities.
- Must quickly grasp the concepts that are foundational to effectively function in this position.
- Good retention capacity.

- Ability to see how a given function affects and fits into the overall objectives of the bank.
- Must have good organization skills
- Must be willing to work overtime when management deems necessary.
- Bilingual is a highly preferred skill.

Required Education and Experience:

- High school diploma or equivalent.
- Knowledge of general banking.
- Previous experience with general ledger.
- Ability to run 10-key accurately.
- Knowledge of computer operations.

Preferred Education and Experience:

- Associate's degree in business, finance or equivalent skills.
- Experience in bookkeeping position for a financial institution with a solid understanding of ACH, general ledger and wires.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The employee will frequently sit or stand for extended periods of time and must be able to remain in a stationary position.
- The employee will frequently move about inside the office setting to access office equipment, file cabinets, etc.
- The employee will frequently communicate and interact with bank staff and customers and must be able to exchange accurate information.
- The employee will occasionally be required to move bank/office equipment weighing up to 50 pounds across premises.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Position Type:

This is a full-time position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employees for this job. Duties, responsibilities and activities may change at any time with or without notice.

NBT is an equal opportunity / affirmative action employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or protected hairstyle.

A disabled individual requiring reasonable accommodation shall not be denied the opportunity due to a disability. The applicant should contact Human Resources if reasonable accommodation is required during the application process at (817-752-2303).

All offers for employment with NBT are contingent upon the candidate having successfully completed a criminal background check. NBT will consider qualified candidates with criminal histories in a manner consistent with the requirements of applicable local, state, and Federal law, including Section 19 of the Federal Deposit Insurance Act.

NBT is an Equal Opportunity/Affirmative Action Employer.

If interested please email resume to nbthrdept@nbt.bank.