



Job Posting Senior Video Banker

One Community Bank is seeking a **Senior Video Banker** to join our team in **McFarland, WI**. Interested candidates should submit their resume or application to Talent at careers@onecommunity.bank.

A modern, progressive and forward-leaning bank focused on serving our clients, supporting our colleagues and investing in our communities. The one bank that's different from other banks. We began as a single location serving the Oregon, Wisconsin, community back in 1976. Since then, **One Community Bank** has grown to serve 10 locations in Oregon, Adams, Grand Marsh, McFarland, Middleton, Oxford, Stoughton, Sun Prairie, and Waunakee. Come grow with One Community Bank! **We have been voted Best Place to Work four years in a row!**

Summary:

Client service begins with exceeding customer expectations. The Senior Video Banker position is primarily responsible for the day-to-day operations and client experience through the ITM banking channel. In this role, the Senior Video Banker will work closely with the Video Bankers, modeling the activities and behaviors expected to achieve desired results. This position also works with more clients daily using enhanced technology versus traditional processes. The Senior Video Banker believes in the importance of making a difference in the community where you live and work. Change is embraced as an essential function of growth and opportunities are sought out to improve everything they touch.

Essential Duties and Responsibilities of Senior Video Banker include the following:

- Manage all day-to-day operations of the Interactive Teller Machines
- Proactively and consistently contact ITM service provider(s) to ensure operational integrity of ITMs
- Conduct observations and manage performance of Video Bankers
- Onboard new colleagues and conduct additional training as necessary
- Own and manage ITM escalated client experience conversations
- Resolve ITM transaction and balancing errors
- Create day-to-day ITM staffing schedule; ensuring client experience expectations are met.
- Approve waiving of fees; examples may include stop payment, NSF, check ordering, etc.
- Processes all banking transactions via video conferencing through an ITM (Interactive Teller Machine)

- Respond to client inquiries by phone, email or on-line chat relating to all deposit, safe deposit, loan, debit card accounts, online and mobile banking
- Proactively and consistently accepts incoming calls via Client Contact Center (CCC) Overflow queue.
- As needed, accepts incoming client calls via the CCC Primary queue.
- Research and solve client problems
- Recognizes and seizes opportunities to recommend Bank products and services
- Hold financial conversations with clients and prospects to determine needs
- Open and service a variety of products and solutions
- Understands and utilizes Bank products and services
- Represent the Bank in community activities and organizations
- The duties and responsibilities described are not a comprehensive list. Additional tasks may be assigned as necessary by business demands.

Desired Qualifications / Skills / Abilities of Senior Video Banker:

- Teller Experience is preferred, but not required
- Knowledge of rules, regulations, policies and procedures in the financial services industry
- Ability to display an engaging, on-screen presence, positive attitude, and effective communication style through video conferencing
- Uses knowledge of operating and security procedures in order to make on-the-spot decisions, including exceptions, adjustments and overrides within guidelines.
- Strong organizational skills
- Works independently
- Ability to proficiently perform a wide variety of tasks with a strong attention to detail
- Solve customer questions and concerns with warmth and a collaborative spirit
- Cash handling experience preferred
- Excellent problem solving and interpersonal skills

Benefits Include:

- 401(k), 401(k) matching
- Health Insurance (Choose from 5 plans)
- Dental insurance
- Flexible spending account
- Life insurance and Universal Life Insurance
- Long-term and Short-term Disability Insurance
- Paid time off
- Vision insurance
- Pet Insurance
- Wellness Program