



Job Posting Digital Solutions Support Coordinator

One Community Bank is seeking a **Digital Solutions Support Coordinator** to join our team. 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:

Digital Solutions Support Specialist provides a full range of support to both external and internal clients regarding all digital solutions throughout the bank. This position is responsible for the day-to-day management of the bank's client facing digital banking platforms; including online banking, mobile banking, bill pay, PFM, other SSO interfaces. This position will support the bank's digital client experience, which requires knowledge of the bank's online application, bill pay, SSO, and mobile banking. This position will provide training, manage support tickets with vendors, proactive coordination with multiple internal teams to ensure timely and successful resolution for issues impacting our client's digital banking experience. This role may assist in recommending and implementing client experience enhancements.

Essential Duties and Responsibilities of Digital Solutions Support Coordinator include the following:

- Provide support to colleagues and clients for the bank's digital solutions, platforms and their related systems/software, including but not limited to: Online and Mobile Banking, Digital PFM (Personal Financial Management), Online Bill Payment, External funds transfers (A2A, B2B, P2P), Digital Wallet, Business Online Banking.
- Monitor, track and analyze reports for key trends and provide suggestions for product, service and/or process enhancements.
- Manage policy and procedure documentation, as well as internal training materials, for digital products and platforms.
- Assist with creation and implementation of a multiyear digital strategy plan.
- The duties and responsibilities described are not a comprehensive list. Additional tasks may be assigned as necessitated by business demands.

Desired Qualifications / Skills / Abilities of Digital Solutions Support Coordinator:

- Experience in digital/mobile banking or financial service platform tools and services or related experience.
- Preferred candidate will have 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, experience, and judgement in order to make on-the-spot decisions, including exceptions, adjustments and overrides within guidelines.
- Strong organizational skills
- Works independently with little to no day to day supervision
- Ability to proficiently perform a wide variety of tasks with a strong attention to detail
- Solve client questions and concerns with warmth and a collaborative spirit
- Excellent problem solving and interpersonal skills
- Ability to manage competing priorities and dynamic to pivot as circumstances require

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

Why join One Community Bank? Our actions demonstrate our tenets: Invest in Relationships, Trust the Team, See the Upside, Encourage New Ideas and Think Big! We serve clients, support colleagues and invest in our communities because we aspire to be the Best Billion Dollar Bank in the World!