

# AMERICAN NATIONAL

## BANK & TRUST COMPANY

---

Position - Internal Support Center Specialist  
Reports to - Support Center Supervisor  
Department - Support Center  
Employee Type - Regular Hourly

---

### **JOB SUMMARY**

The Internal Support Center Specialist serves as the point of contact and knowledge for front line personnel as they perform their daily functions and interact with Bank customers. Responds to internal telephone calls and emails to answer inquiries, questions and issues concerning deposits, loans, E-banking and their applicable system applications. Handles complaints; troubleshoots problems; and provides information.

### **ESSENTIAL FUNCTIONS**

1. Assists front line personnel with customer questions and issues.
2. Assists front line personnel with inquiries about the various application systems.
3. Responds to emails and telephone calls professionally.
4. Troubleshoots issues that arise.
5. Performs required research to solve problems.
6. Identifies and escalates priority issues.
7. Provides timely follow up as needed.
8. Keeps abreast of updates and releases to software applications in order to respond accurately and completely to internal customers.
9. Assists with other Department functions as assigned.
10. Maintains a thorough knowledge of all American National Bank products, services, procedures, policies and appropriate regulatory issues relating to daily job functions including but not limited to: Bank Secrecy Act; Privacy; Fair Lending; Regulation E; deposit, transaction and loan accounts.
11. Normal office working environment.

### **REQUIRED SKILLS**

1. Excellent customer service skills.
2. Effective communicator with good verbal and written skills.
3. Ability to multi-task in a fast-paced team environment.
4. Outgoing and energetic personality.

5. Ability to understand, interpret, and explain complex material such as policies and procedures, in an effective manner.
6. Proficient in Microsoft Office products – Word, Excel and Outlook.

#### **EDUCATION AND EXPERIENCE**

1. High School Diploma or equivalent
2. 2 years banking or customer service experience.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.