



## ABOUT US

At Golden Valley Bank, we pride ourselves on delivering an experience unlike any other. Take our commitment to customers, staff and community—the foundation of true community banking. It's our passion to help businesses grow, help make dreams a reality and better our local economy. We believe this passion for our community starts with our employees. Encouraging our staff to be involved in the organizations and non-profits who strive to make a difference allows them to connect, engage and better understand community needs. The power of community starts at home with our Golden Valley Bank family.

Learn more on our website at [www.goldenvalley.bank](http://www.goldenvalley.bank)

## TO APPLY

Submit a cover letter and resume on our website's career page at [www.goldenvalley.bank/careers](http://www.goldenvalley.bank/careers) or email them to Terri Morris at [tmorris@goldenvalley.bank](mailto:tmorris@goldenvalley.bank).

*Equal Opportunity Employer*

## OUR CORE VALUES

- ✓ **Absolutely Outstanding Customer Service**
- ✓ **Development and Retention of Knowledge**
- ✓ **Empowerment**
- ✓ **Unparalleled Community Leadership**
- ✓ **The Highest of Corporate Standards**

## JOB ANNOUNCEMENT

# Digital Banking Specialist

Golden Valley Bank is currently seeking a customer service and detail oriented **Digital Banking Specialist** candidate who has knowledge of back office support for Relationship Banking, Operations and Compliance. Our desired candidate is motivated by knowing their everyday efforts of providing Absolutely Outstanding Customer Service (AOCS) helps us achieve our strategic initiative of being the Best Bank in Town.

Reporting directly to the Digital Banking Strategies Manager, the Digital Banking Specialist should be organized, thorough, and demonstrate a capacity to work well independently and in a collaborative environment. We expect applicants to have a strong sense of accountability, self-motivation, and time management skills with the ability to prioritize daily, weekly, and monthly tasks.

The ideal candidate would be a professional possessing at least two years of experience within a financial institution and should have:

- A commitment to the vision, mission, and core values of Golden Valley Bank.
- Awareness that you can have a positive influence and make a difference with our customers as well as in the community.
- Proven success in completing tasks timely.
- Ability to prepare product and coordinate installation for Business Online Banking, ACH Origination, Online Wires Positive Pay and Remote Deposit Capture.
- Ability to maintain ACH origination and Remote Deposit Capture files and recommend product limits to credit support.
- Ability to complete Annual reviews as required.
- Ability to assist in resolving problems by taking the necessary steps to research, troubleshoot and discuss with customers and staff.
- Ability to educate and ensure all users are following correct Digital Banking/information security procedures.

Possess the following qualities:

- Capable of interfacing with vendor to facilitate problem and resolution tracking.
- Strong interpersonal skills.
- Ability to work effectively as part of a team and independently.
- Active listening skills, with strong deductive reasoning ability.
- Willingness to adapt to changing business needs and deadlines.
- Professional integrity with the ability to maintain confidentiality of sensitive information.
- Ability to work accurately with close attention to detail.

Additional information regarding this position is available upon request, including a Job Description and details of our excellent benefits programs.

If you value your community, providing Absolutely Outstanding Customer Service, the opportunity for professional growth, and believe you possess the commitment, personality, and skills to become part of the Best Bank in Town, we would like to have you apply today!