

Electronic Banking Manager - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Has expert knowledge in Electronic Banking Technology (EB) including, ACH, ATM, POS, Debit/Credit Card, Stored Value Cards, electronic document origination and other EB applications commonly found in a contemporary banking environment.
- Understands the mission, culture, general operating functions and strategic EB plan of the organization – including both current EB applications and EB migration plan – as well as the need for ongoing management of new and existing EB applications with emphasis on maintenance, enhancement, and integration of third party software products.
- Has a high level of knowledgeable about automated electronic funds transfer (EFT) protocols and devices to how to interface such banking transactions with the organization's IT systems.
- Knows the established practices and benchmarks for achieving departmental excellence and directs subordinates activities to successfully attain departmental goals and objectives.

QUALITY OF WORK:

- Devises and operates an EB operating control system that is capable of measuring EB quality, defects, response time, down time and capacity to process current volumes as well as interfacing with new and emerging hardware and software products.
- Establishes and monitors performance standards for each EB function to ensure the maximum utilization and interface of the organization's IT resources with human resources.
- Develops new EB applications designed to improve market share, deliver cost effective services and products to customers, reduce employee handling, and produce defect free documentation.
- Completes all assignments in a timely manner, consistent with quality, professionalism, regulatory requirements and state-of-the-art computer science.

QUANTITY OF WORK:

- Invests time and effort in becoming informed about new EB issues and opportunities, as well as regulatory and consumer issues relative to EB applications. Develops awareness building and educational initiatives to help staff and customers fully utilize EB applications.
- Ensures that EB staffing is adequate at all times – both in training and in number of personnel, as well as scheduling – to handle work loads, breakdowns, protocol changes, and conversions.
- Develops a pro-active approach to EB applications. Organizes daily, weekly, monthly and quarterly activities in such a manner allowing for the completion of regular responsibilities as well as special projects relating to emerging EB issues and challenges. (e.g., federal government entitlement payments directed to banking institutions rather than mailed to individuals)

PLANNING AND ORGANIZATION:

- Develops and maintains the unit's strategic plan, tactics and action steps with responsibilities assigned as well as targeted completion dates.
- Establishes the unit's goals, objectives, and key result areas for each function and individual performer.
- Articulates clear cut statements concerning expectations and minimum threshold performance.
- Develops backup plans to ensure the unit's goals are achieved within the specified time period.