

eServices Job Description (EXAMPLE)

The ideal candidate for the eServices role is a change agent, who loves new technology and sees the value in leveraging technology for both the internal and external customer experience. The eServices leader must have strong interpersonal skills with the ability to bring cross-functional and multi-level groups together to work toward upgrades and changes in technology.

Duties

- + Responsible for keeping up on the ever changing eServices roadmap and finding new delivery channels to support strategic organizational objectives
- + Manage all customer facing technology including but not limited to:
 - Internet Banking
 - Mobile Banking
 - Bill Payment
 - Person to Person payments
 - Alert systems
- + Vendor liaison for all customer facing tech.
- + Work with executive leadership to create a strategic 2 year roadmap for eServices in the organization
- + Coordinate the marketing and training with applicable departments of all eService tech.

Qualifications

- + Bachelors degree or related experience
- + 2 yrs+ experience in a financial services org.

Optional Duties

- + Manage digital marketing including
 - Website
 - Social media
 - Email campaigns
- + Corporate/Commercial/Small Business eServices technologies
 - Corporate Internet Banking
 - Corporate mobile banking
 - Corporate bill pay

Required Skills

- + Project Management
- + Strong Interpersonal skills
- + Strong verbal and written communication skills
- + Team oriented

Desired Skills

- + Digital marketing
- + Ability to create training curriculums