



Buckeye State Bank is an *employee-owned, member-centric* community bank, creating Raving Fans through exceptional service. With our exciting growth and expansion, we are looking for qualified, energetic team members to implement and achieve our Vision of The Bank of Tomorrow.

The Digital Banking Manager is responsible for overseeing the bank's digital banking operations, customer experience, and digital service strategy. This role leads the development, implementation, and optimization of digital banking platforms—including online banking, mobile banking, remote deposit, digital payments, and emerging technology solutions. The Digital Banking Manager ensures a seamless, secure, and user-friendly experience for customers while supporting internal teams with training, troubleshooting, and digital process improvements.

Essential Responsibilities of the Digital Banking Manager:

- ❖ Digital Banking Operations
 - Oversee daily operations of all digital banking channels (online banking, mobile app, bill pay, P2P, remote deposit capture, alerts, e-statements, etc.).
 - Ensure digital platforms are functioning reliably, securely, and efficiently.
 - Serve as the primary point of contact with digital banking vendors and technology partners.
 - Monitor system updates, outages, and enhancements, ensuring timely communication to staff and customers.
- ❖ Customer Experience & Support
 - Develop and maintain a consistent, high-quality digital customer experience across all platforms.
 - Support branch and call teams with digital banking issues, escalations, and technical troubleshooting.
 - Analyze customer feedback to identify trends and areas for improvement.
 - Partner with marketing on digital adoption campaigns and customer education.
- ❖ Team Leadership & Development
 - Lead and mentor the Digital Banking Team or Digital Personal Bankers.
 - Provide training to employees on new digital tools, system updates, and customer support techniques.
 - Set performance expectations and goals aligned with digital growth and service excellence.
- ❖ Digital Strategy & Innovation
 - Evaluate new technology opportunities and recommend solutions to enhance digital services.
 - Drive initiatives to increase digital adoption, streamline processes, and improve efficiency.
 - Collaborate with IT, Retail, Compliance, and Operations to support digital transformation efforts.
- ❖ Compliance & Risk Management
 - Ensure all digital banking processes comply with regulatory requirements (e.g., BSA/AML, FFIEC, UDAAP, cybersecurity standards).
 - Maintain accurate documentation and audit readiness for all digital systems.
 - Support fraud mitigation efforts and monitor digital banking risk indicators.
- ❖ Reporting & Analytics
 - Monitor key performance indicators (KPIs) including adoption rates, usage, service levels, and digital growth.
 - Prepare regular reports for leadership regarding platform performance and project updates.
 - Analyze data to identify operational improvements and strategic opportunities.

Education & Experience for Success

- ❖ Bachelor's degree in Business, Finance, Information Systems, or related field preferred.
- ❖ 3–5 years of experience in banking, digital banking, or financial technology required.
- ❖ Prior leadership or team management experience preferred.
- ❖ Strong understanding of digital banking systems and customer-facing technologies.
- ❖ Excellent analytical, troubleshooting, and project management skills.

- ❖ Strong vendor management and cross-functional collaboration abilities.
- ❖ Exceptional communication skills—written, verbal, and digital.
- ❖ Ability to manage multiple priorities in a fast-paced environment.
- ❖ High level of professionalism, confidentiality, and customer focus.
- ❖ May require occasional after-hours availability during major system updates or outages.

BSB offers competitive compensation, as well as incentives and a benefit package, including:

- ✓ Standard Paid time off!
- ✓ Your Birthday off as well as two additional floating holidays!
- ✓ Retirement - 401k!
- ✓ ***You will be a member of the Employee Stock Ownership Plan!!***
- ✓ Health Insurance with Vision and Dental!!
- ✓ Life Insurance!
- ✓ Disability Insurance!

If you are looking for an exciting and rewarding challenge –Join the BSB Team! Interested? Please email a copy of your resume to Hrdepartment@JoinBSB.com. **Buckeye State Bank** is an equal opportunity employer.

Headquarters
9482 Wedgewood Boulevard
Powell, Ohio 43065

614.796.4747
Toll Free: 844.225.9265
www.JoinBSB.com

