



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 Specialist is responsible for providing exceptional customer service and personalized banking support through digital channels. This role assists customers with everyday banking needs, digital banking tools, account questions, problem resolution, and product recommendations—all delivered through virtual platforms such as phone, chat, email, video banking, and secure messaging. The Digital Banking Specialist serves as a trusted advisor who helps customers navigate online and mobile banking, educates them on digital solutions, and ensures a seamless, modern banking experience.

Essential Responsibilities of the Digital Banking Specialist:

❖ Customer Service & Support

- Provide high-quality customer service through digital channels including phone, email, chat, video banking, and secure messaging.
- Assist customers with account inquiries, transaction support, troubleshooting digital banking issues, and general banking needs.
- Guide customers through mobile and online banking features, enrollment, password resets, transfers, alerts, and digital tools.

❖ Account Management

- Open and maintain accounts digitally in accordance with bank policies and regulatory requirements.
- Process customer requests such as address changes, stop payments, check orders, debit card support, and online disputes.
- Assist with digital lending applications or online financial services as permitted.

❖ Digital Banking Expertise

- Serve as a subject-matter expert on all digital banking platforms and tools.
- Educate customers on self-service options to increase comfort and adoption of digital services.
- Identify opportunities to improve digital processes or customer experience.

❖ Sales & Relationship Building

- Identify customer needs and recommend appropriate products and services.
- Support customer onboarding through digital channels, ensuring a smooth start to their banking journey.
- Meet service, quality, and cross-sell goals as assigned.

❖ Compliance & Risk Management

- Follow all bank policies, procedures, and regulatory requirements (including KYC, BSA/AML, privacy, and security standards).
- Accurately verify identity during digital interactions.
- Maintain confidentiality and ensure secure handling of customer information.

❖ Team Collaboration

- Partner with branch teams, operations, and digital banking support to resolve complex issues.
- Share observations, customer feedback, and process improvement ideas with leadership.
- Support special projects, campaigns, or digital initiatives as needed.

Education and Experience for Success:

- ❖ 1-2 years cash handling and 2 years retail sales experience and/or equivalent
- ❖ college education with great service skills.
- ❖ Strong communication and service skills.
- ❖ Previous banking experience is preferred but not required.
- ❖ General computer skills.
- ❖ Must be legally authorized to work in the United States
- ❖ Must have a valid driver's license and reliable transportation to conduct the required business travel.
- ❖ Attention to detail and ability to multi-task.
- ❖ High School Diploma or equivalent required.

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

