



The National Bank of Indianapolis
Job Posting: Product Support Associate

A Stable and Growing Employer

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 330 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment, as evidenced during the global pandemic and recent Great Recession when many employers reduced staff and benefits. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401

Who We Are Looking For

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their coworkers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

How to Apply

To express interest in an open position at the Bank, please email your resume to Resumes@NBofI.com or call 317/261-3271.

We invite you to learn more about The National Bank of Indianapolis at
<http://nbofi.com/careers.php>

The National Bank of Indianapolis is an Equal Opportunity Employer
(Minority/Female/Disability/Veteran)





JOB POSTING

Product Support Associate

Purpose of Position:

Working as part of a service center team, the incumbent is responsible for comprehensive customer service and technical support for end users of Treasury Management products and services, including credit cards. This involves standard set up as well as troubleshooting and resolving technical issues by phone and email, working with users who have different levels of skill and knowledge, and ensuring that clients receive the highest level of service.

Essential Functions:

- ◆ Respond to customer questions, requests and concerns, both written and oral, in a timely manner
- ◆ Provide the highest level of customer service and technology support for client end users via phone calls and emails, including but not limited to:
 - Asking questions to gather information needed to accurately diagnose specific technical problems
 - Communicating effectively with users with a diverse level of experience
 - Explaining how products and services work, communicating technical information in commonly understood terms
 - Consulting and instructing users on hardware and software issues, working with understanding of basic networking technologies
 - Providing service solutions by troubleshooting technical issues remotely
 - Remotely managing client systems
- ◆ Ensure correct system setup for Treasury Management products and services
- ◆ Perform all necessary duties related to account applications, payments, analysis, tracking, maintenance, distribution and data entry
- ◆ Assist with Treasury Management product development and testing
- ◆ Maintain current knowledge of Treasury Management products and services as well as technology systems
- ◆ Provide support to other departments regarding Treasury Management products

Requirements:

- ◆ High School diploma or equivalent required; some college level coursework preferred
- ◆ Minimum of 2 years of relevant work experience in banking, financial services or customer support OR a combination of such work experience and college level coursework; treasury management experience a plus
- ◆ Exceptional customer service and communication skills, including the ability to convey technical information in commonly understood terms
- ◆ Excellent interpersonal skills, exhibiting a high degree of professionalism
- ◆ Proven analytical and problem solving skills, with the ability to think critically, evaluate needs and develop a plan of action
- ◆ Ability to work independently under pressure and meet deadlines
- ◆ Ability to organize, multi-task and prioritize tasks, switching easily between systems while troubleshooting problems
- ◆ High degree of accuracy and attention to detail
- ◆ High level of computer proficiency; working knowledge of computer hardware, software systems and networking technologies

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