



# Account Services Analyst

Pascagoula - Main

For 88 years, Merchants & Marine Bank has been the hometown bank of Jackson County & George County, Mississippi and Baldwin County, Alabama.

The Account Services Analyst serves in a support role for the Customer Service Representatives and Bank Personnel. The Account Services Analyst performs daily reviews of all account openings or maintenance and verifies compliance with Bank's various policies. This position is responsible for end of year tax reporting as well as tax reporting corrections.

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## Essential Functions and Responsibilities:

- Serves as a subject matter expert for all account opening policies and procedures, pro-actively making recommendations that enhance customer experience and operational efficiencies.
- Assist with customer and branch inquiries regarding all CD/IRA accounts.
- Partner with all operational and customer facing employees to resolve deposit account related issues and ensure compliance with established bank policy.
- Responsible for end of year tax reporting as well as necessary tax reporting corrections.
- Demonstrate professional behavior that supports team efforts and enhances team behavior, performance and productivity.
- All other duties and responsibilities, as assigned, to support the Bank's mission and strategic objectives.

## Qualifications:

- Ability to work independently with strong time management, teamwork, organization, and problem-solving skills.
- Demonstrated customer service, interpersonal and communication skills.
- High School diploma required.
- Minimum 5 years banking experience or comparable bank technology experience.
- Must have excellent computer skills and be proficient in Microsoft Office products.
- Office environment, but may have infrequent occasion to work outdoors.
- 40 hours per week, Monday through Friday.
- Overtime or extended hours occasionally.

## Working Conditions and Physical Requirements:

- While performing the duties of this job, the employee is regularly required to remain in a stationary position, primarily at a desk. The work environment is typically located indoors, but may have infrequent occasion to work outdoors. Some travel may be necessary to other businesses and branch locations.
- The employee is frequently required to operate a computer, printer, copy machine, calculator, telephone, and/or other office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- The employee frequently exchanges information with others and must be able to do so in an effective manner. Must have the ability to communicate clearly and effectively, both verbally and in writing, and across a variety of audiences.
- The employee may frequently move items up to 25 pounds and occasionally move items up to 50 pounds.
- The employee may frequently reach for files, books, and similar items in high or low places and must have the ability to bend, stoop, or reach.
- The typical schedule is 40 hours per week, Monday through Friday. Overtime or extended hours may be occasionally required.

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This position will remain open until filled.

## CONTACT:

For more information, contact [Careers@MandMBank.com](mailto:Careers@MandMBank.com). EOE/M/F/D/V