



Let's Make a Difference in Our Community

JOIN THE MERCHANTS & MARINE BANK TEAM

Since 1898, Merchants & Marine Bank has been the hometown bank of Jackson County & George County in Mississippi and Baldwin County, Alabama.

The Retail Operations Support Specialist serves in a support role for all Retail Operations functions, systems, and team members. Responsibilities include supporting system enhancements and efficiencies for Business Process Manager (BPM), Onboard Advisor, Integrated Teller and any other Retail Operations system or platform that have been identified as retail service delivery channels. This position serves as a support role to improve the customer experience, improve operational efficiencies, and enhance overall product offerings.

RETAIL OPERATIONS SUPPORT SPECIALIST

- Pascagoula- Main

Essential Functions and Responsibilities

- Facilitates operational & technical training for retail employees and all department new hires with access to retail systems
- Provides ongoing technical support, including troubleshooting and problem solving for all retail systems and operational procedures
- Recommends refresher training for new and existing Retail Operations employees and facilitates ongoing sales & service culture training, which supports the overall Retail Operations training program
- Identifies and implements key system improvements and enhancements for Retail Operations service delivery channels to enhance the customer experience and operational efficiencies
- Provides support to Retail Operations management and internal project teams by recommending system/process solutions, perform testing, and assist with training facilitation for Retail employees
- Acts as a back-up to the Cash Management Manager with the ability to assist customers by providing sales & service support, as needed
- Remain informed of changes, developments, improvements, and release notes for Retail Operations systems, with the objective of making recommendations for additional product offerings, security or risk concerns, and overall process efficiencies
- Works with internal departments to communicate and document system changes, enhancements, and improvements as it relates to other impacted business units
- 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

- Bachelor's Degree in Business, Finance, or related field preferred, High School diploma or equivalent required
- Minimum 5 years banking experience or comparable bank technology experience
- Minimum 2 years of training or class facilitation experience preferred
- Demonstrated customer service, interpersonal, and communication skills
- Ability to work independently with strong time management, teamwork, organization, problem solving and project management skills
- Must have excellent computer skills and be proficient in Microsoft Office products required, knowledge and experience with banking systems and platforms preferred.

Visit https://easyapply.co/job/retail-operations-support-specialist-210203?rcid=m_m_bank_careers to complete an application and upload your resume.