

# JOB POSTING NOTICE



**POSITION:** ATM Coordinator

**LOCATION:** Sulphur Springs, TX

**SCHEDULE:** Monday - Friday 8:00 am - 5:00 pm

## POSITION PURPOSE

The ATM Coordinator is responsible for ensuring all of Alliance Bank's ATM's remain operational and available to our customers at all times.

## SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Ability to read, write, and speak the English language; bilingual helpful.
- High school diploma or equivalency.
- Four (4) years' experience in banking or a job-related field and one (1) year of training and/or education in the field or a combination of education and experience providing equivalent knowledge.
- Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- A strong customer service orientation, with excellent listening, interpersonal, written, and oral communication skills
- Ability to work well under pressure and in a high-stress environment.
- Highly detail-oriented with the ability to organize, schedule, and prioritize tasks and responsibilities as well as certain departmental functions to improve efficiency.
- Highly self-motivated and determined with strong analytical and organizational skills.
- Experience working in a team-oriented, collaborative environment.
- Ability to solve problems by considering multiple solutions to the same problem or multiple methods of arriving at a solution.
- Possess a valid driver's license and adequate transportation.
- Travel is required as the job dictates.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Schedules are prepared based on business needs and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.

## ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Personify Alliance Bank's mission statement of **The best in all we do.**
- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Monitor all ATM's each morning (including weekends and holidays).
- Maintain ATM keys.
- Verify transaction history, errors, failures, and general ATM health.
- Report status updates to appropriate Teams channels and internal stakeholders.
- Serve as primary point of contact for all ATM projects and issues
- Create month end reports to compare and track ATM activity.
- Take primary ownership of ATM tickets submitted to the Help Desk.
- When needed, assist with Help Desk tickets and calls not related to ATM's.
- Log into remote management tools (e.g., NetOps) to perform remote diagnostics.
- Complete required monthly ATM compliance reviews.
- Conduct and document required maintenance steps (e.g., currency jam removal, deposit jam procedures, card reader resets).
- Act as the primary ATM trainer for relevant bank employees.
- Coordinate onsite service calls, access needs, and building entry for technicians.
- Maintain and renew any required certifications.
- Manage communication of service updates, ETA's, part replacements, and downtime.
- Participate in ATM upgrades, installations, and new ATM deployments.
- Monitor and report on ATM help desk ticket trends.
- Attendance and punctuality are a must.

**This is a summary of the requirements and essential functions.  
The full job description is available upon request.**

**Qualified applicants should submit a resume to [HR@Alliancebank.com](mailto:HR@Alliancebank.com).**

*The best in all we do.*

**AN EQUAL OPPORTUNITY EMPLOYER**