

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.



AN EQUAL OPPORTUNITY EMPLOYER