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[Jobs@HighPlainsFarmCredit.com](mailto:Jobs@HighPlainsFarmCredit.com)

## Business Solutions Specialist

**Date Posted:** January 18, 2024

**Position:** Business Solutions Specialist

**Location:** Hays, KS

### HIGH PLAINS FARM CREDIT, ACA

The Farm Credit System is a unique entity, a network of nationally connected, locally owned financial cooperatives. Since 1916, Farm Credit has been devoted to agricultural financing and is the largest single provider of agricultural credit in the United States. High Plains Farm Credit is a member of the Farm Credit System and services over \$1.8 billion of loans. High Plains Farm Credit's vision is to be the preferred source of agricultural financing.

#### POSITION PURPOSE

At High Plains Farm Credit, the Business Solutions Specialist will process incoming and outgoing wire transfer and ACH requests. This position will also provide customer support for online banking and assist with stockholder relations. This position contributes to the success of High Plains Farm Credit by providing exceptional customer service and electronic transaction support for our branch office teams.

#### JOB FUNCTIONS

- Process incoming and outgoing wire transfer/ACH requests.
- Provide telephone customer service related to wire/ACH activity.
- Establish new users, verify identity, and password resets for online banking customers.
- Provide proactive customer support by troubleshooting issues, contacting vendors, and communicating resolutions.
- Verify accuracy of maintenance and posting reports for online banking daily activity.
- Ensure compliance with all regulatory and Association requirements.
- Assist with collateral custodian duties.
- Assist with maintaining accurate stockholder records.

#### QUALIFYING CHARACTERISTICS

- Associate degree preferred.
- 3+ years of experience in customer service, banking, data processing or related field.
- Proficient in analytics, organization, and problem-solving skills.
- Knowledge of smartphones and tablets (both Android and Apple).
- Skill in adapting to changing priorities and responsibilities.

Interested candidates should email a cover letter and resume to [Jobs@HighPlainsFarmCredit.com](mailto:Jobs@HighPlainsFarmCredit.com).

EEO/AA/M/F/D/V