



Digital Support Specialist

Work Location: Onsite, Montrose, CO

Reports To: Treasury Manager

Employment Type: Full-Time, Hourly, Non-Exempt

Position Summary

Citizens State Bank is seeking an experienced Digital Support Specialist to join our Treasury and Digital Banking team. This role is essential to delivering a seamless digital banking experience for our customers and supporting CSB's *Digital First* strategy. The ideal candidate will combine strong customer service skills, technical expertise, and operational knowledge to ensure excellence in digital banking services.

Core Responsibilities

- Customer Support: Assist customers with online and mobile banking requests, including enrollment and general inquiries.
 - Troubleshooting: Diagnose and resolve technical issues related to digital banking platforms.
 - Account Maintenance: Perform account-related maintenance and handle secure messaging requests.
 - Issue Resolution: Research and resolve customer problems, coordinating across departments as needed.
 - Fraud Prevention: Conduct Reg E reviews, maintain fraud and dispute logs, and educate customers on security measures.
 - Card Services: Provide support for debit cards, credit cards, and ATM-related issues.
 - Bill Payment Assistance: Help customers with online bill payment questions and troubleshooting.
 - Operational Support: Assist with daily Treasury tasks and maintain compliance with internal procedures.
-

Qualifications

- Minimum 2 years of experience in banking operations role such as digital banking support, treasury support, or bookkeeping.
 - Strong problem-solving and technical troubleshooting skills.
 - Excellent communication and customer service abilities.
 - Familiarity with compliance processes, including Reg E, preferred.
 - Ability to work on-site at the Montrose branch.
-

Compensation & Benefits

Hourly Range: \$20.00 –\$25.00 per hour commensurate with experience.

Benefits Overview

- Health Insurance: CSB covers 100% of employee premiums for medical insurance, with three plan options through United Healthcare.
 - Vision & Dental: Optional, low-cost plans available through VSP and Beam.
 - Employee Assistance Program (EAP): Free, confidential support for personal and work-related challenges, available to employees and their families.
 - Life Insurance: Basic coverage up to \$50,000, fully paid by CSB.
 - Long-Term Disability (LTD): Financial protection in case of illness or injury.
 - 401(k) Retirement Plan with Employer match + Employee Stock Ownership Plan (ESOP) after one year of employment.
 - Paid Time Off: Generous vacation (up to 14 days/year, sick leave (up to 48 hours/year), and 11 paid holidays annually.
-

Our Values

Citizens State Bank is a community-rooted financial institution serving the Western Slope of Colorado. We are proud to be a community-rooted institution with a bold vision for growth. We value employees who bring vision, initiative, and a passion for serving our communities.

Our team is guided by six core values. These values shape our culture and guide our decisions—from daily operations to long-term strategy.

- **Grit** – We persevere through challenges with determination and resilience.
 - **True North** – We stay aligned with what’s best for our customers, our community, our team, and the organization.
 - **Transparency** – We communicate openly and honestly.
 - **Ownership** – We take responsibility and initiative in everything we do.
 - **Talent Development** – We invest in our people and their growth.
 - **Heritage** – We honor our history while building for the future. *Yesterday, Today, Tomorrow!*
-

CSB is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at CSB are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. CSB will not tolerate discrimination or harassment based on any of these characteristics. CSB encourages applicants of all ages.