



Lead Business Support Specialist

7860 E. Hwy 24, Manhattan, KS | Full-Time | In Person | Retail | Non-Exempt

Lead Business Banking Solutions at BFH

Bank of the Flint Hills is looking for an experienced, relationship-focused professional to lead our Business Products & Services department in Manhattan. This role is a great opportunity for someone who enjoys combining business banking expertise, technology, client relationships, problem solving, and collaboration to deliver solutions that help local businesses succeed.

About the Role

The Lead Business Support Specialist leads the bank's Business Products & Services department and serves as a key resource for business banking products and digital services. You will work directly with business clients, relationship managers, and internal teams to recommend, implement, and support solutions including Business Digital Banking, ACH for Business, Wires for Business, Remote Deposit, Positive Pay, Lockbox, Bill Pay for Business, Merchant Services, Autobooks, and other digital or treasury-related services. This role combines product leadership, client onboarding, relationship management, technical support, training, and process improvement to help businesses succeed while ensuring strong operational, compliance, and risk standards.

What You'll Do

- Serve as the subject matter expert and lead resource for the bank's business banking products and digital services.
- Promote, present, and recommend business banking solutions to new and existing business clients based on their needs.
- Lead client onboarding, product education, training, and ongoing support to create a smooth and confident customer experience.
- Manage applicable product underwriting and risk evaluations for services such as ACH, Wires, Remote Deposit, and Lockbox.
- Build and maintain strong relationships with business customers through proactive outreach, regular check-ins, and account reviews.
- Serve as the technical liaison for business services, resolving issues across multiple platforms and coordinating solutions with internal teams.
- Monitor product usage, customer satisfaction, and operational performance while identifying process improvements and product opportunities.
- Create and maintain procedures, training resources, and product documentation, and educate staff on business products and services.
- Collaborate with relationship managers, the communication center, communications team, and other departments to ensure seamless product delivery, consistent messaging, compliance, and risk management.

What We're Looking For

- Strong knowledge of business banking products such as ACH, Remote Deposit, Wires, Positive Pay, and digital banking platforms.
- Familiarity with risk management and underwriting procedures for treasury management services.
- Excellent written and verbal communication with the ability to explain complex products in clear, simple terms.
- High technical competency with the ability to learn and adapt quickly to new platforms and technologies.
- Proven relationship management skills with a customer-first mindset and a collaborative approach.
- A proactive, organized problem solver who can manage multiple projects, identify opportunities, and remain committed to ongoing learning and professional growth.

Education & Experience

- Bachelor's degree in business, finance, or a related field preferred; equivalent work experience may be considered.
- 6 to 10 years of banking experience with a focus on business banking, cash management, digital banking services, or a related area preferred.
- Experience with business product onboarding and relationship management required. Experience with Jack Henry banking software, including Business Online Banking, and working in collaborative, cross-functional teams is preferred.

Why Bank of the Flint Hills?

At BFH, our core values guide how we work, serve, and grow together. We believe we're Better Together, Built to Serve, committed to Being Our Best, and Never Stuck. We're looking for someone who wants to contribute, grow, serve our business customers well, and help strengthen the products and services that support the communities we call home.

Ready to Join Our Team?

We'd love to hear from you! Please submit a completed employment application and your resume to hr@bfh.bank

Bank of the Flint Hills is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees.