



## Relationship Banker

### Job Location

West Monroe Branch

### Reports to

Branch Manager

### Department

Deposit Services

### Position Summary

Relationship Bankers serve customers by processing a variety of banking transactions, opening new accounts, researching and resolving problems in a manner which promotes and maintains positive customer experiences and relationships and promotes the Bank's culture. The successful candidate also must be able to perform all duties of a paying/receiving Universal Banker and be proficient in assisting with online banking, debit cards and other ancillary products and services, while complying with banking regulations and internal policies and procedures. Must be able to work within banking center hours of operation: 8:00 am – 6:00 pm weekdays and 9:00 am – Noon Saturdays.

### Essential Functions

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- Processes new account applications to expand bank customer base
- Provides efficient and courteous customer service, cross-marketing products and services to generate new business for Century Next Bank
- Follows through on all referrals and also refers business to other areas of the bank
- Proactive in mining for potential relationship development and up selling opportunities by utilizing information provided by other sources
- Provides rate quotes accurately and according to customer service standards
- Opens safe deposit boxes and assists customers with entering safe deposit box according to policies and procedures
- Adheres to CIP procedures and follows procedures at account opening in order to eliminate possible loss to bank
- Prepares and maintains account paperwork, including signature cards, check orders, transfers and service charges
- Ensures accuracy for new accounts and makes corrections as necessary
- Statement research- if needed
- Answer telephone when needed
- Serve as backup for Universal Bankers behind teller line as needed

- Participate in community events and enhance customer relationships outside of the bank as needed
- Performs those duties that may be assigned by the supervisor

### **Competencies**

- Problem Solving/Analysis
- Teamwork orientation
- Customer focused
- Initiative
- Time management
- Communication proficiency
- Technical capacity
- Knowledge of office methods, procedures, and practices including the use of standard office and teller equipment
- Detail oriented
- Organizational skills
- Strong communicational skills
- Mathematical skills
- Computer skills
- Attendance/Punctuality
- Dependability

### **Supervisory Responsibility**

This position is not responsible for the supervision of other employees.

### **Work Environment**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines, email, electronic calendars, scanning devices, calculators, and currency and coin machines.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, squat, use hands to finger, handle or feel, and reach with hands and arms. This job also requires the employee to frequently lift at least 50 pounds.

### **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, Saturdays (as scheduled). This position requires the tracking of time and is eligible for overtime for hours worked in excess of 40 per week under the Fair Labor Standards Act. This position requires occasional evening and regular weekend work as needed.

## **Travel**

Travel is primarily local during the business days

## **Required Education and Experience**

High school diploma or equivalent

## **Preferred Education and Experience**

Previous teller and CSR experience preferred but not required.

## **Minimum**

Two years of bank teller experience or two years of counting, receiving, disbursing and balancing money, and executing financial transactions; OR

Associate's degree in Business Administration or related field AND two years of bank teller experience or two years of counting, receiving, disbursing and balance money, and executing financial transactions; OR

Equivalent combinations of experience, training and/or education approved by Human Resources

This description is intended to be generic in nature. It is not intended to determine all specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary on the specific tasks assigned to the position.

## **Other Duties**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.