

LIBERTY BANK

Professional Banker II Job Description

TITLE:	Professional Banker II	CATEGORY:	Full Time
DEPARTMENT:	Bellevue Office	REPORTS TO:	Customer Services Manager
SHIFT:	Monday-Friday; 8:30 a.m.–5:30 p.m.	DATE:	May 2020

SUMMARY

The Professional Banker II is responsible for developing and maintaining client relationships by processing transactions; assisting customers in their selection of various accounts and financial services; cross selling the Bank's products and services; opening, maintaining and closing of all account types and performing branch clerical duties. Promotes the Bank by providing exceptional customer service. Refers customers to the appropriate staff for lending services. Supports the Customer Service Manager by ensuring branch operational activities run smoothly and efficiently and provides back-up support by cross-training in various operational areas.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations, including BSA/AML.

ESSENTIAL DUTIES

1. Reinforces the culture of exceptional customer service through his or her example along with appropriate follow through with customers and employees; maintains the highest levels of professionalism; presents the bank in a consultative, advisory manner.
2. Provide backup to the Customer Services Manager; maintain cross-training in all branch and bank operations roles.
3. Ensures effective communication to staff and implementation of all policy and procedure changes as approved by Management; schedules and conducts any necessary training for staff.
4. Participates in day to day operations for the branch, as assigned; reviews, acts on various reports and certifications.
5. Ensures the office is maintained in a neat, clean and attractive manner.
6. Actively participates in business development activities through providing exceptional customer service.
7. Provides exceptional customer service, ensures consistent follow-through by taking ownership of issues.
8. Process a variety of client transactions ensuring consistent accuracy and acting as a "Trusted Advisor".
9. Complete and submit credit card, remote deposit capture, merchant card services, cash management and ACH applications.
10. Sell, open and maintain all types of financial accounts and services.
11. Provide operational, compliance and other support as necessary; provides administrative and marketing support to other departments.
12. Be proactive in professional development and in support of others within the department and bank.
13. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
14. May represent the Bank at various community and civic functions to further enhance the Bank's image and develop additional business.
15. Follows policies and procedures; completes assigned tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.

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MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Associate degree from a two-year college or university; or three years of related banking experience and/or training; or the equivalent combination of education and experience.
- Intermediate experience, knowledge and training in bank sales and service and bank teller operations.
- Basic knowledge of related state and federal banking compliance regulations and other Bank operational policies.
- Intermediate typing skills to meet production needs of the position.
- Basic math skills; ability to count / balance currency, coin and negotiable instruments in a timely manner.
- Effective oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions; ability to speak clearly to customers and employees.
- Effective organizational and time management skills.
- Ability to work with general supervision while performing duties.
- Current Washington driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.
- Excellent organizational and time management skills.

These above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management reserves the right to change this position description at any time according to business needs.

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