

LIBERTY BAY BANK

Professional Banker Job Description

TITLE:	Professional Banker	CATEGORY:	Full Time/Non-Exempt
DEPARTMENT:	Poulsbo Branch	REPORTS TO:	Branch Manager
SHIFT:	Monday 8:00 a.m.–5:30 p.m. Tues- Fri-8:30 a.m.-5:30 p.m.	DATE:	April 2022

SUMMARY

The Professional Banker 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 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 Branch 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. Provide exceptional customer service; ensure consistent follow-through by taking ownership of issues.
2. Process a variety of client transactions, including teller transactions, ensuring consistent accuracy, and acting as a "Trusted Advisor."
3. Complete and submit consumer loan, remote deposit capture, merchant card services, credit card, cash management and ACH applications.
4. Sell, open, and maintain all types of financial accounts and services.
5. Provided backup to the courier route, if needed.
6. Ensures the office is maintained in a neat, clean, and attractive manner.
7. Participate in day-to-day operations for the branch as assigned, review, act on various reports and certifications.
8. Actively participate in business development activities through inside-calling efforts and cross-selling the client to the most appropriate types of financial accounts and services that meet their needs.
9. Provide operational, compliance, and other support as necessary; provide support to other departments.
10. Proactive in professional development and in support of others within the department and bank.
11. Treat people with respect; keep commitments; inspire the trust of others; work ethically and with integrity; uphold organizational values; accept responsibility for own actions.
12. May represent the Bank at various community and civic functions to further enhance the Bank's image and develop additional business.
13. Follow policies and procedures; complete assigned tasks correctly and on time; support the Bank's goals and values; benefit 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 while performing assigned duties and responsibilities.