



Position Description

Lead Relationship Banker

Department: Branch Operations

Location: Branch

Position Purpose

Provides superior and quality service to our customers. This position requires a broad knowledge of all bank products, services and general operations. Responsible for ensuring all functions performed on the teller line are compliant and adhere to regulations and company procedures.

Essential Duties and Responsibilities

- Oversees the daily operations of the teller line
- Assist customers by accurately and efficiently processing transactions, such as deposits, withdrawals or payments
- Identifies and resolves customer servicing issues or account discrepancies
- Serves as primary troubleshooter for complex problems
- Coaches, mentors and leads teller line by example
- Ensure compliance with all internal controls and established policies and procedures
- Promote and advise on the bank's products and services
- Maintain a position of trust and responsibility by keeping all customer business confidential
- Identify referral opportunities and make relevant referrals
- Communicate effectively with other team members and other areas of the bank

Skills/Competencies

- Managing multiple priorities
- Interpersonal skills
- Coaching others
- Strong computer skills
- Strong written and verbal communications skills
- Cash handling
- Problem solving
- Accuracy and attention to detail
- Customer focused
- Strong leadership and team building skills

Education/Experience

- High School Diploma or GED equivalent required
- Leadership/Management/Supervision Education and/or Experience (preferred)
- Customer service experience (preferred)
- Cash handling experience (preferred)

Working Conditions

- Must be able to remain in a stationary position 50% of the time
- Occasionally move/traverse to access files and equipment
- Constantly operates a computer and other office productivity machinery, such as a phone, calculator, copy machine, scanner and computer printer
- Ability to think, reason and communicate clearly
- The ability to observe and identify details at close range
- Occasionally moves coin bags weighing up to 50 lbs.
- Occasionally will need to travel up to a 30-mile radius

Incumbent must be able to perform the essential functions of the position with or without reasonable accommodations.