

Job Title: Relationship Associate

Job Description

Reports to: Assistant Branch Manager

Date last edited : 10/2018

Position Summary: This position is responsible for helping their branch retain and grow their customer base. This is accomplished by providing superior customer sales and service. This position is non-exempt.

Key Performance Areas & Weighting	Performance Measures
<p>60% Sales & Service</p>	<p>Responsible for providing consistent, superior sales and service to our customers, which will result in stronger customer relationships and bank growth.</p> <ul style="list-style-type: none"> ▪ Cross-sells and refers products by using an effective and consistent sales approach. <p>Serves our customers by processing over the counter transactions and assisting them with questions to continue to provide the high level of service our customers deserve.</p> <ul style="list-style-type: none"> ▪ Processes transactions in an accurate and professional manner using own judgment within established limits regarding the validity of transactions presented. ▪ Assists customers with various inquiries and concerns by being knowledgeable of the bank operations, products and services offerings. ▪ Balances cash drawer and maintains acceptable cash level in his/her teller area by following bank procedures and policies. ▪ Processes proof work with the Panini scanner accurately and timely. ▪ Adheres to bank audit and compliance policies and procedures.
<p>40% Department Responsibilities</p>	<p>Responsible for assisting with various branch operational duties to help the branch run efficiently.</p> <ul style="list-style-type: none"> ▪ Helps with bank and vault balancing by assisting with cash orders, ATM, vault and bank balancing. ▪ Resolve a variety of simple maintenance requests and inquiries (i.e. address change, stop payments, research requests, etc.) ▪ Maintains compliance with Federal and State regulations as well as adhere to all Minster Bank’s policies and procedures at all times. ▪ Identify possible physical and information security risks and maintain security awareness. ▪ Provides flexibility of coverage during banking center hours of operation and at other banking centers within the market as needed. ▪ Any other duties that may be assigned.

Minimum Qualifications

Education and/or Experience - High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills - Ability to read and write and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Competencies

Operations Knowledge - Understands the operational procedures for his/her position and how they affect or relate to other departments in the bank.

Product Knowledge - Has a good knowledge of the products and services offered by the bank. Is able to answer general questions and direct customers to the product or service expert.

Compliance Knowledge - Has an operational knowledge of only specific compliance regulations & laws that affect his/her position. Also has an awareness level of bank-wide regulations (i.e.: BSA, CIP) in order to recognize suspicious events and, at a minimum, promptly notify management. Relies on management to keep him/her up-to-date on compliance changes.

Sales & Service - Provides a consistent level of service to all internal and/or external customers. Maintains good communication by keeping the customer up-to-date on the progress of a request. Follows through on requests, questions, or complaints. Displays a positive, professional image and maintains composure at all times.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Computer Skills - Is able to use the bank's software programs effectively for his/her position. Accepts and applies technology changes that affect his/her position.

Physical Requirements

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

Physical Activity	Definition
Physical Strength	Employee must be able to stand and/ or sit for periods of time while waiting on customers. Employee may be required to walk, reach, lift, carry and bend. This job also requires the ability to lift and/or move up to 10 lbs. Occasionally, may need to lift more than 10 lbs.
Finger Dexterity	Employee will have to use fingers to make small movements, such as typing, picking up small objects, or pinching fingers together.
Talking	The ability to convey information accurately by speaking to customers and other employees.
Hearing	Able to hear average or normal conversations and receive ordinary information.
Visual Abilities	Specific vision abilities used by this job are close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.