

## Green Belt Bank & Trust

### JOB DESCRIPTION

**Position Title:** Assistant Retail Banking Officer (ARBO)

**Reports To:** Retail Banking Officer (RBO)

**Direct Reports:** Iowa Falls Customer Service Representatives

**Classification:** Exempt

**Revised:** 3-7-19

**Scope:** The Assistant RBO is responsible for direct support of the RBO and all retail deposit driven services bank wide.

**Accountabilities:** The Assistant Retail Banking Officer will:

- Manage and measure the performance of the customer service department in Iowa Falls.
- Manage and measure the performance of the retail deposit function bank wide.
- Serve as the primary liaison and deliver measured exceptional service to large deposit customers, detailed in annual performance goals.
- Prepare the retail deposit portion of the annual operating plan for RBO approval.
- Chair and effectively administer the Customer Service Committee.
- Serve as Trust Administrator.
- Prepare board reports as requested by RBO.
- Ensure strong performance from direct reports in the areas of cross-selling retail-driven products by setting, monitoring and achieving annual employee goals.
- Train and evaluate performance of direct reports in non-interest income generation by setting, monitoring and achieving annual employee goals.
- Work to assure compliance with regulatory agencies in the deposit area.
- Lead, train and coach personnel to represent the values of the bank and perform at a high level.
- Represent the bank professionally and enthusiastically in civic organizations and bank sponsored events within the community.
- Perform other duties as requested or assigned.

## Qualifications:

### Education:

- A-4-year degree or greater in applicable area

### Experience:

- 7 years banking experience with a minimum of 4 retail banking experience
- Financial acumen and proficiency with technology
- Leadership and supervisory experience

### Special Requirements:

## Competencies:

- **Delegation**-willingly entrusts work to others
- **Financial Acumen**-understands the financial framework of the organization
- **Initiative**-takes action without being prompted
- **Integrity**-thinks and acts ethically and honestly
- **Strategic Thinking**-acts with the future in mind
- **Relationship Building**-understands that a primary factor in success is establishing and maintaining productive relationships
- **Tech Savvy**-uses technology effectively and understands the necessity of leveraging it to stay productive and competitive
- **Industry Knowledge**-knows the industry and monitors trends to advance the organization
- **Team Management**-creates and maintains functional work units and understands the human dynamics of team formation and maintenance
- **Customer Orientation**-stays close to customers and consumers and views the organization through the eyes of the customer; goes out of his/her way to anticipate and meet customer needs

## Committee Assignments:

- Customer Service Committee (Chair)
- Management Committee
- Marketing Committee
- BSA Committee
- Compliance Committee
- Information Technology Committee
- Community Reinvestment Act Committee

**Acknowledgement:**

I have read the foregoing job description and understand the responsibilities of the job and the importance of exhibiting the quality standards, work performance expectations, core focus and values. I believe I can perform this job with or without accommodation.

Position: \_\_\_\_\_ Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_ HR: \_\_\_\_\_ Date: \_\_\_\_\_

This job description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and the requirements of the position change.