



JOB POSTING NOTICE

Position: Relationship Banker I

Location: Rockwall, TX

Hours: Monday - Friday: 8:45 am – 5:30 pm
(ability to cover other locations; occasional Saturday rotation)

POSITION PURPOSE

This position acts as a customer advisor and navigator throughout the bank, uncovering, understanding, and acting upon financial cues to meet the customer's needs. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

1. Ability to read, write and speak the English language, bilingual helpful.
2. High School diploma (or equivalency).
3. Two (2) years of experience in banking or job-related field and one (1) year of training and/or education in the field or a combination of education and experience providing equivalent knowledge.
4. May consider cash handling, customer service, and/or administrative skills.
5. Must possess excellent interpersonal communication skills and have the ability to deal with and respond to employees, customers, third party vendors, and salespersons with tact, diplomacy, and a sense of urgency.
6. Ability to meet performance expectations and job description functions for the role of a Service Specialist.
7. Ability to prioritize own tasks and responsibilities to ensure that excellent service to our customers is accomplished before most administrative functions are processed.
8. Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
9. Ability to handle bank and customer transactions with a high level of confidentiality.
10. Schedules are prepared based on business needs and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
11. Ability to stand, bend, stoop, squat, and kneel.
12. Ability to lift 50 lbs.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Personify Alliance Bank's mission statement of *The best in all we do.*
2. Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
3. Provides professional services to the bank's customers by prompt acknowledgment of the customer, maintains a friendly and courteous demeanor, ensures customer satisfaction on transaction requests, and presents a professional image.
4. Ability to Interview New Account customers and performs other functions such as setting up customer records, verifying references, and holding uncollected funds.
5. Open and Maintenance new accounts and sells Certificates of Deposits.
6. Ability to follow data integrity procedures by reviewing documentation, checking back work, imaging, and indexing daily work.
7. Assist customers with account fraud such as identity theft, account takeover, counterfeit checks, forgery items, debit card disputes, and ACH disputes.
8. Assist customers with digital banking products such as online banking, mobile applications, and e- statements.

***This is a summary of the requirements and essential functions.
The full job description is available upon request.***

Qualified applicants should submit a resume to HR@Alliancebank.com.

The best in all we do.

AN EQUAL OPPORTUNITY EMPLOYER