

JOB POSTING NOTICE



POSITION: Relationship Banker

LOCATION: Plano, TX

SCHEDULE: Monday - Friday 7:45 am - 5:00 pm

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

- Personify Alliance Bank's mission statement of The best in all we do.
- Ability to read, write, and speak the English language, bilingual helpful.
- 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.
- May consider cash handling, customer service, and/or administrative skills.
- A minimum of 1 year at Alliance Bank is preferred.
- 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.
- Ability to meet performance expectations and job description functions for the role of a Service Specialist.
- Ability to prioritize own tasks and responsibilities to ensure that excellent service to our customers is accomplished before most administrative functions are processed.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- Ability to operate basic office equipment including a PC with job related software.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Knowledge of state and federal regulations.
- Knowledge of Alliance Bank's policies and procedures, products, and services.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- 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.
- Expected to accurately and efficiently complete other customer transactions, including but not limited to:
 - Issue, Print, Maintenance, and Pin Debit cards
 - Place Stop payments and order checks through the Deluxe website
 - Ability to perform Dormant Account Maintenance
 - Accept and input wires for customers
 - Ability to print statements, and research images of checks and deposits
 - Assist customers with digital banking products such as online banking, mobile applications, and e- statements
- Knowledge of Consumer Account products
- Knowledge of Business Accounts
- Ability to Interview New Account customers and performs other functions such as setting up customer records, verifying references, and holding uncollected funds.
- Open and Maintenance new accounts and sells Certificates of Deposits.
- Ability to follow data integrity procedures by reviewing documentation, checking back work, imaging, and indexing daily work.
- Ability to discover other customer needs to cross sale/send referrals for other services.

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



AN EQUAL OPPORTUNITY EMPLOYER