

# JOB POSTING NOTICE



**POSITION:** Retail Relationship Officer

**LOCATION:** Commerce, TX

**SCHEDULE:** Monday - Friday 8:00 am - 5:00 pm

## POSITION PURPOSE

This position is responsible for the efficient handling of branch operations and security of this location, ensuring that all operations are performed properly and in accordance with State and Federal laws, regulations, and Alliance Bank's policies and procedures. This individual will support all areas of the branch in promoting all of Alliance Bank's products and services, ensuring that the staff is continually informed, trained, and educated on these products and services so that they may offer the highest degree of service to customers.

## 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.
- High School diploma (or equivalency) and knowledge of specialized principles that would be obtained through a formal four (4) year academic program, and a minimum of three (3) years experience in a financial institution; or a combination of education and experience providing equivalent knowledge.
- Must possess excellent interpersonal communication skills and have the ability to deal with and respond to employees' requests with tact, diplomacy, and a sense of urgency.
- Full understanding of and competency in presenting and selling Alliance Bank's products, services, and strategies.
- 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 maintain cost controls through budgeting.
- Previous supervisory or management experience.
- Ability to present a professional demeanor at all times.
- Ability to handle stressful situations and confidentiality throughout the organization.
- 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.
- Direct the daily operations of all operational areas of the branch ensuring coverage, knowledge, and a prepared staff are in place to provide excellent service.
  - Assist with new hire training for Retail Relationship Bankers and Service Specialist
  - Actively cross-train and rotate employees to ensure the best customer service possible.
- Assist Market President and work along with the Director of Retail Operations in developing the branch business plan and overseeing the daily implementation of the plan to achieve branch revenue and service goals. Some of these duties include but are not limited to
  - Utilizing new account reports to call on business customers and loan customers for additional products and services.
  - Act as a customer advisor and navigator throughout the bank, uncovering, understanding, and acting upon financial cues to meet the customers' needs.
  - Expertise in Treasury Services and leading their team to discover customer needs.
  - Available to attend calls with Loan Officers and Market President, for business development and to be the advisor on retail products and services, when needed.
- Establish, retain, and deepen relationships with banking center customers and potential customers to achieve sales goals and provide quality customer service.
- Responsible for the overall performance of employees through coaching and counseling.

**Qualified applicants should submit a resume to [HR@Alliancebank.com](mailto:HR@Alliancebank.com).**



**AN EQUAL OPPORTUNITY EMPLOYER**