

JOB POSTING NOTICE



POSITION: Treasury Service Support Analyst

LOCATION: Sulphur Springs, TX

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

POSITION PURPOSE

The Treasury Services Support Analyst assists in the implementation and ongoing maintenance of new Treasury products and services following the close of sale by Business Development Officers. Ensures that products are properly set up and provides implementation support to the Treasury Services Manager and Branch personnel by providing and recommending the appropriate processes for implementing a product. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- 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 of 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.
- Highly detailed-oriented with the ability to organize, schedule, and prioritize tasks and responsibilities as well as certain departmental functions to improve efficiency.
- Ability to work well under pressure and in a high-stress environment.
- Requires excellent writing, communication, and reporting skills.
- Must be proficient in Microsoft Excel and Word.
- Previous supervisory or management experience.
- Knowledge of state and federal regulations.
- Knowledge of Alliance Bank's loan policies, procedures, products, and services.
- Schedules are prepared based on business need and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Personify Alliance Bank's mission statement of **The best in all we do.**
- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Ensure that all operations, administrative, and customer service duties associated with Treasury Services are executed in a professional and efficient manner through initial setup, implementation, and ongoing service.
- Identifies opportunities to cross-sell other Alliance Bank products and services.
- Determines clients' online and Treasury service needs, explains various banking services offered, and processes applications related to Treasury products and services, online banking, remote deposit capture, and mobile banking services.
- Installs appropriate software and educate clients on the proper use of Alliance Bank products and services.
- Performs Remote Deposit Capture clients' site visits, equipment installations, and training.
- Researches and resolves client requests, operational issues, and discrepancies experienced by clients, assuming responsibility for these actions when accountability is not clear.
- Analyzes, prepares, and presents analyzed account statements, products, and services to Business Development Officers and clients.
- Appropriately initiate actions necessary to meet client needs without explicit management direction or guidance.
- Follows onboarding procedures and understands and follows internal suspicious activity referral requirements and processes, as required for this position.

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.



AN EQUAL OPPORTUNITY EMPLOYER