

JOB POSTING NOTICE



POSITION: Relationship Banker/Loan Assistant
(bilingual in English & Spanish)

LOCATION: Sulphur Springs, TX

SCHEDULE: Monday - Friday 8:00 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. Also perform administrative and clerical duties inherent in the processing of loans using knowledge of bank practices, policies, and organization. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Provides professional services to the bank's customers by prompt acknowledgment of the customer, maintaining a friendly and courteous demeanor, ensures customer satisfaction on transaction requests and presents a professional image.
- Accurately and efficiently complete customer transactions.
- Knowledge of Consumer Account products.
- Knowledge of Business Account types.
- Ability to Interview New Account customers and performs other functions such as setting up customer records, verifying references, holding uncollected funds.
- Open and Maintenance new accounts and sells Certificates of Deposits.
- Handle clerical phases of consumer loans.
- Assist customers with account fraud such as identity theft, account take over, counterfeit checks, forgery items, debit card disputes, ACH disputes.
- Serve as liaison between customer and officer or underwriter in providing information to each as required.
- Prepare necessary forms and letters to assist officer in working past dues and exceptions; maintaining current listing to ensure that the officer has such information.
- Prepare maturing loan report to assist the officer with preparing for future renewals.
- Screen telephone calls and maintain appointment schedule.
- Prepare loan documents, new and renewed, and all supporting documents.
- Follow up on any past due loans and attempt to collect timely payments from the customer.
- Work the daily overdraft and NSF list and correspond with customers
- Establish, retain, and deepen relationships with banking center customers and potential customers to achieve sales goals and provide quality customer service.
- Keep updated on all Alliance Bank policies and procedures pertaining to this position.
- Attendance and punctuality a must.

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 required.**
- Promote Alliance Bank's culture through all interactions, modeling The Alliance Bank Way of Customer Experience.
- Four (4) years of experience in banking or job-related field and three (3) years of training and/or education in the field or a combination of education and experience providing equivalent knowledge.
- Ability to perform administrative functions.
- Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
- 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 present a professional demeanor at all times.
- Ability to handle stressful situations through organization.
- 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.
- 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.
- Office setting with moderately varied desk-oriented activity.
- Ability to stand, bend, stoop, squat, and kneel.
- Repetitive movement of fingers, wrists, and hands.
- Ability to lift 50 lbs.

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