

Position: Center Manager

Department: Retail

Reports to: SVP Retail Banking

Job Code: 240

FLSA status: Exempt

Summary: Administers and oversees all aspects of the daily operation of the banking center. Represents the Bank to the community by ensuring positive customer interactions and relations. Calls on and corresponds with local businesses to generate additional banking opportunities. Works with the lenders in the banking center to coordinate and develop further banking relationships for current and potential customers.

Primary Accountabilities:

- Responsible for the day to day operations of the banking center and ultimately responsible for the performance of the banking center.
- Enhances relationships with current customers and is proactive in developing relationships with potential customers by making business calls, being active in the local community organizations, and handling customer problems and/or complaints.
- Professional development and performance of the banking center staff which includes mentoring, performance evaluations, salary adjustments, motivation and counseling.
- Demonstrate and manage the staff to work as a team. This includes being cross trained in every aspect of the banking center procedures in order to be a resource for staff.
- Maintain and continue to enhance knowledge of Bank policies and procedures for the banking center
- Provides and maintains a professional business-like atmosphere within the banking center
- Work and coordinate with other departments of the Bank when needed such as IT, Operations, Marketing, etc.
- Responsible for maintaining the building, grounds, equipment and fixtures. Coordinate needed upgrades, repairs, etc. with the appropriate employees and/or vendors.
- Other duties as assigned.

Education/Experience:

- Prefer Associates or Bachelor's degree or equivalent.
- 4+ years of proven Banking sales and customer service experience.
- Trained in effective sales techniques and possesses excellent sales skills.
- Excellent customer service and communication skills

Physical Demands/Work Environment: Individuals must be able to move about, stand and have manual dexterity. The work environment is generally well-lighted HVAC-controlled office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

It is the responsibility of every Bank employee to maintain an effective BSA/AML/OFAC internal control structure, including suspicious activity monitoring and reporting. Every employee that comes in contact with a reportable transaction and/or suspicious activity should obtain the proper documentation and file the appropriate report in a timely manner. Nothing in this description restricts the Bank's rights to assign or reassign duties and responsibilities to this job at any time.

The First National Bank of Waterloo does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

No Relocation Expenses Paid. If you are outside the Smithton, Illinois commuting area, you must advise whether you are willing to relocate at your own expense to be considered an External Candidate.

Direct Reports: 2 - 3 employees