

First Bank of Highland Park

Date	10-21-2019	Requisition Number	2019 - 33
Position	Business Banking Specialist		
Department	Retail Banking: Business Banking – Highland Park Market		
Reports To	Vice President/Business Banking		
Basic Function	<p>This individual will have specific training/experience related to Business Banking products and services. Individuals in this role are expected to manage existing business client relationships; providing friendly, professional services to Bank clients by conducting appropriate transactions and relevant trouble shooting. Supports Business Bankers to develop new and existing client relationships by educating prospects and clients about the features and benefits of the Bank’s business and consumer products; understands the respective needs of clients and prospects.</p> <p>In addition, this individual will support the Business Banking Team with functions in order to process and complete items related to credit function and maintaining loan files.</p> <p>Lastly, this individual serves as a proactive member of the Retail branch team by being additional support for walk in branch traffic.</p>		
Essential Duties	<ol style="list-style-type: none"> 1. Client Development <ul style="list-style-type: none"> • Proactively deepens customer relationships by meeting their needs through additional products and services. Actively refers clients to other areas for additional needs. • Successfully onboards all new clients by cross-selling entire suite of products such as Online and Mobile Banking, etc. • On a regular basis, follow up with clients and seek out new opportunities based on client’s needs including recommending product solutions (including cross sales) 2. Client Service and Maintenance <ul style="list-style-type: none"> • Open new personal and business accounts • Perform maintenance on accounts including, but not limited to, name and address changes, account renewals, signer and beneficiary updates, etc. • Counsel clients on their financial needs making recommendations where necessary and appropriate • Resolve client issues in a tactful and professional manner • Assist with clients Business Loan Application process and closing • Review overdrafts and assist management in sound decisions • Assist in any other client services that may arise including support for other Bank departments as required 3. Banking Product Knowledge <ul style="list-style-type: none"> • Have full knowledge of all consumer and business banking product features and benefits included but not limited to demand deposits, savings, certificates of deposits, IRAs, Online and Mobile Banking, Home Equity Lines of Credit, certain Treasury Management products • Understand the titling and structuring of various types of accounts • Have a basic knowledge of other products the Bank offers and how to effectively work with other departments to deliver those products to clients <ul style="list-style-type: none"> • Responsible for increasing knowledge for various product type to client base 		

Website Job Posting

	<p>4. Compliance/Risk</p> <ul style="list-style-type: none"> • Adhere to compliance policies/procedures and internal controls • Assist with any compliance monitoring necessary • Support the Bank's efforts to ensure successful CRA results by participating in any Bank sponsored CRA activities when available • Address CIP due diligence exceptions related to account opening within 30 days <p>5. Perform additional duties such as</p> <ul style="list-style-type: none"> • Attend monthly meetings • Order and arrange supplies • Support Retail Department in any capacity necessary <p>NONESSENTIAL DUTIES</p> <ul style="list-style-type: none"> • Other duties as assigned
<p>Knowledge, Skills & Abilities</p>	<ul style="list-style-type: none"> • Maintain friendliness and professionalism through the proper use of tact & diplomacy when dealing with clients at all times • Enjoy working with the public • Strong verbal and written communication skills • Current and remains up-to-date in relevant technology and systems • Strong level of accuracy and detail oriented • Ability to be flexible and to multi-task on a regular basis • Strong knowledge of bank deposit products & regulations • Good problem solving skills
<p>Training & Experience</p>	<ul style="list-style-type: none"> • High school diploma or GED, college graduate preferred • Microsoft proficiency • 3-5 years previous banking experience • Additional training/education helpful • Fiserv application helpful
<p><i>To Apply: Send email with attached resume to careers@firstbankhp.com. Please reference Job Code 2019 – 33.</i></p>	