

CommunityBanc, Inc.

Notice of Open Position

THIS POSITION IS NOW OPEN:

Job Title: Office Manager
Company/Department: The Community Bank
Location: TBD
Supervisor: Banking Offices Administrator
Schedule: M-S rotation and as needed for business operations.

Summary:

Leads, coaches and inspires a great team. Oversees the operation of the banking office while supervising the work of others. Sells financial solutions to customers and establishes business relationships.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Manages office including office team and office operations.
- Achieves office business plan goals as assigned.
- Assists customers and makes them feel welcome.
- Answers phone and assists customers of transfers and routes calls as necessary.
- Manages and resolves customer complaints.
- Functions as a Customer Service Representative as time permits and needs dictate (See Customer Service Representative job description).
- May assist with vault duties as needed (see Vault CSR job description).
- Advises and approves Vault CSR's cash orders and monitors daily cash totals of the office.
- Remains knowledgeable of Bank's products and services and explains to customers accurately.
- Explains, promotes, and sells products such as check cards, checking accounts, loans, CD's, money orders, cashier's checks, gift cards, and online banking and bill pay.
- Explains, promotes and refers our Community Financial Advisors.
- Opens new deposit accounts, including checking, savings and CDs.
- Opens IRAs and handles distributions.
- Conducts deposit account and loan maintenance, account balance, account monitoring and research.
- Manages customer lending and credit card requests; works with appropriate departments to meet customer needs.
- Provides information to potential as well as existing customers regarding rates, terms, payments.
- Reviews loan requests in a thorough and timely manner, pulls credit reports on loan applicants and analyzes applicant's financial status, credit, and property evaluation to determine feasibility of granting loan and present recommendation for approval or denial of requests in a format consistent with Company policy and regulatory guidelines.
- Prepares appropriate loan underwriting, appropriate loan documents and verifies completeness of data for all required loans.

- Prepares and closes on new loan accounts, including installment loans, HELOC loans and provides mortgage loan referral packets.
- Notifies customer by mail, email, telephone or in person of acceptance or rejection of application.
- Ensures timely flow of loan packages from application to closing and submits loan packet to proper internal departments.
- Manages office loan portfolio credit quality, and maintains low delinquency consistent with Company guidelines by assisting in making collection calls on office delinquent accounts and sending out past due letters.
- Cashes in dealer loans when applicable.
- Explain, promotes and refers commercial loans.
- Maintains and services remote ATM's as needed.
- Balances the ATM as needed.
- Initiates wire transfers and sends to the IT Dept.
- Reviews and handles the Cognos exception list daily.
- Makes sales calls for business development; achieves sales call goals.
- Prepares monthly Board of Directors reports timely.
- Refers customers to Insurance Company.
- Participates in community involvement activities outside of the Bank.
- Attends outside meetings of local groups for the purpose of business development.
- Serves as Company representative to various community groups and organizations.
- Makes presentations as appropriate.
- Attends various internal management, loan and operational meetings.
- Represents Bank in a positive manner in all relevant market areas.
- Complete continuing education for insurance (if applicable).
- Attends training as needed or assigned.
- Works in conjunction with Assistant Office Manager: (See AOM Job Description)
- Follows, supports, and enforces Company policies and procedures.
- Positively represents the Company's culture and values.
- Achieves annual goals as assigned.
- Completes annual required regulatory and Cybersecurity training curriculums as assigned.

Supervisory Responsibilities

Manages one subordinate supervisor who supervises office employees. Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education, Training and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.