

**CommunityBanc, Inc.**  
**Notice of Open Position**

DATE: March 11, 2024

**THIS POSITION IS NOW OPEN:**

Job Title: Office Manager  
Company/Department: The Community Bank/Crooksville Banking Office  
Location: 42 East Main Street, Crooksville OH 43725  
Supervisor: Banking Offices Administrator  
Schedule: M-S rotation and as needed for business operations.

**Summary:**

Leads, coaches, and inspires a great banking office team. Oversees all functions of the banking office while supervising the work of others. Serves as a financial advisor providing financial solutions to customers and establishes, maintains, and grows consumer and business relationships.

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

- Responsible for all office employees, sales, and operations.
- Assists customers and makes them feel welcome.
- Answers phone and assists customers with transfers and routes calls as necessary.
- Manages and resolves complex customer complaints.
- Maintains and develops positive relationships with existing and prospective clients, demonstrating excellent customer service and setting an example for other staff.
- Makes sales calls for banking office growth and development.
- Attends outside meetings of local groups for the purpose of business development.
- Make internal and external financial presentations as appropriate.
- Directly responsible for ensuring goals are maintained for production performance.
- Serves as Company representative to various community groups and organizations.
- Participates in community involvement activities outside of the Bank.
- Has the ability and knowledge to perform all functions as a Customer Service Representative. (See Customer Service Representative job description).
- Has the ability and knowledge to perform all functions as Universal Banker (See Universal Banker job description).
- Remains knowledgeable of Bank's products and services and explains to customers and prospects accurately.
- Explains, promotes, and refers to our Community Financial Advisors, Financial Services Officer, Mortgage and Commercial Lenders.
- Opens new deposit accounts, including checking, savings, and CD/IRA's.
- Performs maintenance on deposit accounts, including checking, savings, and CD/IRA's.

- Cross-sells other Company products and services to deposit and loan customer.
- Assists customers with wire transfer requests adhering to the Wire Transfer Procedures.
- Actively works to resolve deposit and loan exceptions.
- Oversees monthly team meetings to ensure that goals, objectives, changes, and updates are clearly communicated with banking office staff.
- Oversees office scheduling. Focusing on avoiding unnecessary overtime, providing a fair and consistent schedule based on the needs of the office.
- Reviews, approves, and submits monthly Banking Office incentive.
- Oversees the office team with disaster recovery, emergencies, procedures, and execution of such when required.
- Communicates regularly with Universal Banker and CSR II Supervisor on successes, issues, concerns, ideas, and recommendations. Review achievements and discuss required changes in goals or objectives resulting from current status and conditions.
- Oversees the management of the NSF report and that contact is being made for collection.
- Manages customer lending requests; works with appropriate departments to meet customer needs.
- Provides information to potential as well as existing customers regarding rates, terms, and payments.
- Reviews loan requests in a thorough and timely manner and presents recommendations 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 new loan accounts, including installment loans, HELOC loans and provides mortgage loan referral packets.
- Notifies customers 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.
- May assist with Indirect Loan Team
- 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.
- 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 training curriculums as assigned.

**Supervisory Responsibilities**

Manages CSR III Supervisor and Universal Banker. 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.

**Certifications, Licenses, Registrations**

Ohio NMLS License

Valid Drivers License

Licensed Notary Public – Ohio (recommended)

Ohio Limited Lines Insurance License