



Position Title: Senior Relationship Assistant

Reports To: Credit Officer

FLSA Class: Exempt

Purpose:

Responsible for supporting multiple Relationship Managers in the processing of both loans and deposits, high level of customer service activities along with compliance and operational risk processes. Serves as point of contact for account openings/closings, primarily escalation contact for service-related issues and a liaison for clients in navigating the bank. Responsible for the coordination for all loan document preparation, including third party document coordination, completion and review. Provides guidance and direction to the Relationship Assistants in the completion of complex transactions, according to established guidelines and adhering to the Bank's policies and procedures.

Responsibilities:

- Collect and review all required collateral information
- Interact with attorneys to prepare, review and complete accurate loan documentation
- Support the Relationship Managers in their sales and credit efforts including accompanying them on client calls and various other sales/customer oriented projects
- Act as the client team's operations, compliance, systems, policies, and procedures liaison
- Ensure timely and accurate compliance to policy and regulatory requirements
- Strong client focus and customer service skills
- Direct, professional customer contact experience
- Ability to effectively collaborate and negotiate with business partners fostering teamwork, creditability and trust
- PC/computer proficiency (Word, Excel, Power Point and Outlook)
- Supervise the Relationship Assistants by providing guidance and direction
- Familiarity with the Bank's internal applications BankWay and FLO would be preferred

Compliance Accountability:

- Responsible for compliance with all regulations, laws, and bank policies and procedures that pertain to your day-to-day job responsibilities
- Responsible for maintaining a working knowledge of all compliance regulations pertinent to your assigned duties by successful completion of any courses assigned on a timely basis
- Responsible for participating in BrandBank's community development program at least one day each year
- Responsible for adherence to BrandBank's Code of Professional Ethics and Conduct as well as observing and promoting compliance with the Code among fellow bank personnel, customers and vendors

Skills and/or Experience:

- Minimum of five years in Banking (Lending Assistant experience required)
- Bachelors degree preferred; High School Diploma or equivalent
- Supervisory experience preferred
- Microsoft Office Suite
- Ability to provide excellent customer service to all types of customers
- Attentiveness to deadlines and details
- Effective decision-making and problem-solving skills
- Ability to exercise good judgment, courtesy, tact and patience
- Excellent interpersonal, communication, presentation, organization skills

BrandBank is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.

To apply: <https://www.thebrandbank.com/careers>