



BUSINESS SERVICES ACCOUNT MANAGER COVINGTON, GA

Job Summary

Under general direction, the Business Services Account Manager is responsible for business development and deployment of business banking products and services, to include the overall management of business services customer relationships, within a designated sales territory.

Job Functions

- Accepts and processes inbound calls concerning business banking products and services and various related customer requests. While performing these duties, actively pursues opportunities to establish new relationships and expand existing client relationships.
- Deploys merchant equipment to new customers or to existing customers with equipment needs. Conducts procedural training to any new customer using our merchant services, cash management services, and remote deposit services.
- Troubleshoots problems and assists customers in managing digital banking, payment solutions or remote deposit services.
- Seeks opportunities to establish new customers or expand existing relationships. Builds relationships with customers to maximize retention.
- Works closely with Loan Officers and Division Presidents to promote ongoing, successful product and service referrals.
- Seeks opportunities to refer customers to lenders and wealth management advisors to cross-sell other bank services.
- Supports other Business Services Account Managers and Team Leader as needed.
- Other duties may be assigned.

Job Requirements

- Detailed knowledge of United Bank products and services.
- Working knowledge of bank resources, the areas of expertise and the Bank's policies and procedures.
- Ability to navigate the Bank's computer information system and telephone system.
- Effective communication skills and the ability to listen intently.
- Manages time wisely.
- Confident and self-motivated.
- Successful management of sales pipeline.
- Ability to work independently.
- Some travel required with mileage reimbursement.
- Motivated with a sales focus to develop and expand customer relationships by offering products and services based on needs and benefits. Demonstrates ability to determine products that meet customer objectives, and present effective proposals to prospective customers.

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