



JOB POSTING ANNOUNCEMENT

JOB POSTING DATE: March 7, 2018

JOB TITLE: Financial Services Center Manager - Decatur

DIVISION/DEPARTMENT: Banking Center Operations

REPORTS TO: Manager, Client Services

JOB CLASSIFICATION: Exempt/Salaried

Job Summary

The Financial Services Center Manager will run the day-to-day operations of the Decatur Center, including client service, retail banking operations, and employee coaching & guidance. Retail banking operations, business development within the Decatur market and providing exceptional client service are key emphases of this position. This person will be the main contact point for both the Deposit Operations team and the Retail and Deposit Operations Director

Job Responsibilities

1. Manage financial service center staff and ensure that daily staffing and scheduling is in place to cover all aspects of the center operation.
2. Drives Financial Services Center sales and performance and provides strategic direction focused on continued growth and development.
3. Act as a personal banker when necessary and open accounts and serve clients. Resolve client service issues or requests including: wire requests, account transfers, line of credit draws, among others.
4. Provide for a pleasant and supportive work environment for employees with continuous feedback and coaching for improvement in service and sales.
5. Review daily new account openings, and reports, to become familiar with new clients and that the appropriate account set up and documentation is in place, and that the bank's marketing campaigns are being followed (i.e., On-Boarding).
6. Manage the Banking Center initiative in clearing deposit documentation exceptions and ensuring that system corrections are accomplished as quickly as possible on known account set-up errors discovered by Deposit Operations. Contact clients on CRISS alerts, deficit balances, Reg D violations, etc., and provide written response to Deposit Operations. Ensure that the tellers balance each day and the proof work is in place and prepared for courier pick-up.
7. Operate a teller drawer when necessary
8. Ensure Financial Services Center audits receive a satisfactory rating.
9. Manage Financial Services Center security including overall security of the vault. Manage key controls and/or night drop controls if necessary. Ensure that dual control procedures are adhered to on a daily basis.

Job Qualifications

1. Minimum of 5 years retail banking experience, including a supervisor position.
 2. Strong working knowledge of branch operations and branch compliance.
 3. Experience in sales coaching and training.
 4. Must possess excellent verbal, written and interpersonal skills.
 5. Must have good organizational skills preferred
 6. Ability to use Microsoft Word, Excel and basic computer software
 7. Must have high level analytical skills, knowledge and application of banking regulations
 8. Must be detail oriented
 9. Perform other job functions as needed or required
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Other Job Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Posting Policy

Cornerstone Bank's professional development policy is to support the individual growth of our employees and to encourage professional development. One of the ways to do this is through internal job posting which promotes retention of talent.

Job Posting Procedure

Notice of new job postings will be sent via email. Each vacancy will remain open for a minimum of three (3) working days. Cornerstone Bank reserves the discretionary right not to post a particular opening in unusual circumstances. Due to the urgency of certain vacancies, internal and external postings may occur simultaneously.

Employees who are interested in applying for a position listed on the posting are encouraged to submit a completed job posting application to the Human Resources Department indicating job-related skills and accomplishments. An applicant's current supervisor will be contacted to verify performance, skills and attendance.

Job posting candidates must meet the following requirements in addition to job requirements:

- Be employed at Cornerstone Bank or in current position for a minimum of six (6) months
- Received an acceptable rating on last performance review and also currently performing at an acceptable level
- Received no written warnings or corrective actions within the past six months
- Employees may post for one position at a time

Job posting applications are available in the Human Resources Department.

Equal Employment Opportunity Statement of Policy

The Bank is an Equal Opportunity Employer committed to diversity in the workplace. It is the policy of the Bank to provide equal employment and advancement opportunities to all qualified individuals. The Bank does not discriminate against any qualified employee or applicant on the basis of race, color, sex, religion, national origin, disabled or veteran status.