



Position: Client Relationship Manager

Location: Atlanta, GA

POSITION SUMMARY:

Responsibilities include but are not limited to the following:

- Directs and manages all functions of the assigned financial center to provide a high quality of customer service while actively selling banking solutions to increase deposit base of the financial center and consumer loan production
- Coaches and develops a sales culture of the financial center
- Conducts cold calls on prospective small business customers
- Maintains and develops relationships with existing customers
- Identifies and pursue opportunities that will increase sales, enhance customer's relationships, and increase market share
- Trains, motivates staff, accountable for customer satisfaction, makes sound decisions, maximizes revenues, minimizing operating loses, and manages the performance and growth of the financial center
- Participates in community activities in the vicinity of the financial center to increase Bank's visibility in order to foster and develop customer relationships
- Demonstrates consistently professional appearance, image, and represent the CTB Brand
- Acts as a resource for associates by demonstrating extensive knowledge and enthusiasm about banking solutions and management objectives
- Ensures the financial center exceeds the Bank's professional image, expectations, and represents the CTB Brand
- Handles and maintains confidential matters and information
- Performs cost savings assessments
- Promotes and establish strong, positive, and productive working relationships with all lines of business within the Bank
- Adheres to all policies, procedures, and expectations including customer confidentiality
- Monitors and enforces compliance related policies, procedures, guidelines, and bank's practices
- Exceeds all established production and other goals, objectives, and expectations
- Prepares daily, weekly, and monthly reports on a timely basis
- Delivers consistent excellent quality customer service and establishes relationships in a manner that enhances the overall marketing efforts of the bank
- Supports the Bank's vision, core values, business principles, goals, and objectives

QUALIFICATIONS, SKILLS, AND ABILITIES:

- Bachelor's degree in management, business administration, finance, economics, accounting, or related field
- Three years of branch management, consumer lending, and business development in a retail banking environment
- Understanding of retail banking laws, regulations, policies, and procedures
- Hands on knowledge of consumer, commercial, and mortgage lending experience
- Strong leadership, management, and coaching skills with ability to lead by example
- Proven record of successful goal attainment, project development, and staff coordination
- Strong outside business development experience
- Ability to handle and maintain confidential matters and information
- Excellent quality customer service skills and ability to establish relationships in a manner that enhances the overall marketing efforts of the Bank
- Up to date understanding of industry trends and developments
- Must be a self-starter who is self-motivated with the ability to produce results, meet all established goals, objectives, and expectations, and ability to comply with all bank policies, procedures, regulations, and laws
- Ability to consistently demonstrate professional appearance, image, and represent the CTB Brand
- Ability to be a team leader with strong leadership skills
- Excellent analytical and problem resolution and negotiation skills
- Ambitious with a strong work ethic, positive behavior, ability to work both independently and as a part of a team, results focused, and detailed-oriented with excellent time management and planning skills
- Ability to comprehend and follow directions and instructions
- Excellent communication skills with ability communicate clearly, concisely, tactfully, and effectively
- Proficient in Microsoft Office (Word, Excel, Outlook, Internet, and working knowledge of FISERV and other retail banking systems)
- Ability to maintain a proactive approach to assignments and multi-task oriented
- Excellent research skills
- Ability to manage multiple tasks, prioritizes work to meet deadlines
- A competitive winning spirit that understands the team concept
- Good organizational and listening skills



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A relationship you can bank on

- Flexible, resourceful, and energetic
- Ability to work through situations and find win-win solutions
- Must be able to manage composure and convey a positive and professional image at all times
- Assertive and demonstrates initiative
- Ability to establish and maintain effective working relationships with co-workers, customers, and representatives of other departments
- Ability to work in a fast paced, high volume environment, and must be adaptable to change

EEO /AAE Member FDIC

Citizens Trust Bank offers competitive compensation and a comprehensive employee benefits package for our employees. Our benefits package includes the following:

- Medical, Dental, Vision and Prescription Coverage
- 401(k) Retirement Plan
- Employee Stock Purchase Plan
- Life Insurance and Flexible Spending Account
- Employee Stock Purchase Plan
- Paid Time Off, Vacation and Holiday Pay
- Tuition Reimbursement
- Employer Assisted Housing Program
- Fitness & Wellness Program and Sam's Membership
- Employee Assistant Referral Services (EAP)
- Group Cancer & Accident Insurance Programs
- Worker's Compensation Program
- Incentive, Awards and Recognition Programs
- Training and Development Programs and much more!

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