

Retail Banking Division

Job Title: Business Services Account Manager
Grade: 26
Category: Non-Exempt
Reports to: Business Services Team Leader

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.
- Troubleshoot terminal problems and assists customers in managing merchant sales and processing batches.
- Performs outbound calling to generate sales by establishing new customers or expanding existing relationships.
- Appropriately refers customers to bank specialists within the Bank who are better able to serve the customer.
- Position will be required to comply with all Federal and State banking laws and related regulations, to include but not limited to the Bank Secrecy Act.
- Supports Business Services Team Leader and Manager as needed.
- Work closely with Loan Officers and Division Presidents to promote consistent product and services referrals.
- Assigned sales territory of Covington, Madison and Jackson.
- Utilizes Bank resources and follows Bank policies and procedures.
- Performs other duties as required.

JOB REQUIREMENTS

- Confident and self-motivated.
- Successful management of sales pipeline.
- Ability to work independently.
- Some travel required with mileage reimbursement.
- High school diploma or equivalent.
- Minimum of one-year customer service and/or sales experience.
- Ability to learn and promote United Bank products and services.
- Possesses effective communication skills, both verbal and written.
- Proven presentation skills.
- Effective time management skills.
- Presents a polished and professional appearance demeanor.
- Possesses strong initiative, excellent judgement and comprehensive planning, organizational and follow up skills.
- Provides Signature Customer Service to external and internal customers.
- Proven analytical and problems solving skills. Ability to derive innovative solutions.

- Proficient computer skills and active engagement using new technology.

To Apply:

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