

Employment Opportunity Announcement

Position: Assistant Branch Manager (*Lead CSA, CSR & Loan Adm. Assistant*)

Department: Oakland Financial Center, Oakland, Tennessee

Position Description: Supervises Customer Service Associates in **Lead CSA** role; serves in key sales role to match the Bank's products/services with customer's needs and recognizes customer's needs for additional products/services in **Customer Service Representative** and **Customer Service Associate** roles; and makes timely and appropriate referrals. Also, entrusted with handling cash and properly processing transactions. **Loan Administrative Assistant** role is to assist Loan Officers in the processing of new loans, renewals and other customer relationship needs. It is the Loan Administrative Assistant's responsibility to represent the bank in a friendly and professional manner. Considerable tact and judgment is essential. The job will include document processing and routine tasks that may involve confidential and/or sensitive information. Work involves detailed documentation and complex operations. Timeliness of work is crucial. Embrace and implement "Welcome Home" experience as you interact with external and internal customers.

Qualifications: Requires knowledge of Bank's products/services and operational aspect of products/services in order to resolve any customer concerns/problems and in order to ensure the customer is sold the best product/service according to individual needs. Must demonstrate the ability to communicate with customers one on one in a friendly/courteous manner. Must handle challenging situations in a professional manner and make it obvious to the customer that assisting him/her is of the most important priority. Excellent customer/employee relationship skills, team worker, problem solving skills and basic computer skills. Willing to participate in and support community events. Able to actively solicit deposits and other bank products/services.

Working Conditions: Available to work Monday thru Thursday 8 am to 5 pm; Friday 8 am to 6 pm; Saturday 8 am to 12 pm. Saturday shift rotates with those working on Saturday taking time off during week. Must be able to work under minimal supervision and own initiative.