



Job Title: Relationship Banker
Reports to: Relationship Banking Officer
Department: Retail
FLSA Status: Non-Exempt

Summary:

Receives and pays out money and keeps records of money and negotiable instruments involved in financial transactions. The Relationship Banker is responsible for performing a variety of tasks for new and existing Triumph customers, identifying customer needs, and providing outstanding customer service.

Essential Duties and Responsibilities:

- Accept deposit and loan payments, cash checks, verify funds;
- Confirm customer identity and answer telephones;
- Responsible for maintaining a cash drawer, tracking each transaction using the Insight Teller System, accurately scanning all transactions and balancing the drawer following each work shift;
- Cross Sell full array of banking products to all deposit and loan clients;
- Responsible for maintaining compliance daily;
- Responsible for ensuring correct signature authorizations have been met on all checks;
- Report discrepancies immediately to the Relationship Banking Officer and assist in clearing discrepancies;
- Assist new and existing customers in completing desk side tasks including but not limited to opening and closing deposit accounts, ordering checks and debit cards and completing wire requests;
- Perform tasks quickly and accurately while maintaining excellent customer service and the confidentiality of the Bank's customers;
- May be responsible for completing reports and completing outbound sales calls for customer service-related matters as assigned by Relationship Banking Officer or other account officers;
- Remain current on, adhere to and ensure that all regulatory requirements and training are being maintained; and
- Perform all other duties as assigned.

Education/Experience:

High School diploma or equivalent; 2 + years related experience.

Knowledge, Skills and Abilities:

- Effective interpersonal relationships with customers, management and team members;
- Ability to operate in a team environment to accomplish shared goals;
- Basic mathematical skills;
- Working knowledge of all consumer products offered by the bank;
- A thorough understanding and application of all policies, procedures and regulations pertaining to the work of Relationship Banker
- Ability to solve practical problems and interpret a variety of instructions furnished in written, oral or schedule form;
- Ability to effectively manage time as related to daily tasks;
- Ability to prioritize multiple demands in a high-pressure environment while maintaining professional demeanor; and
- Acquire proficiency of banking systems, platforms and electronic communications.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Sit or Stand for extended periods;
- See to read small print or complex reports;
- Effectively communicate orally;
- Manually operate keyboard, mouse and other personal computing devices;
- Manual dexterity to quickly and accurately count cash and coin; and
- Occasionally lift up to 15 pounds.

Compensation and Benefits:

This position is eligible for all group benefits of a non-exempt employee as defined in the Triumph Bank Employee Handbook. The Relationship Banking Officer will evaluate the performance of the Relationship Banker on at least an annual basis.