FIRST NATIONAL BANK

Position Description

Title: Senior Bank Representative, Correspondent Banking
Department: Correspondent Banking
Reports to: Assistant Vice President, Correspondent Banking

Summary:
Responsibilities will include working with the cash management/operations staff on daily duties to monitor, input data and setup new users in the ExtraNet for our community bank customers with accounts held at FNB. Successful candidates will have excellent internal and external customer service and must be outcome-oriented.

Primary Responsibilities and Duties:
(The summary of duties and responsibilities listed above are representative of the job requirements but, are not meant to be all-inclusive or prevent other duties from being assigned as necessary.)

- Input and verify data in the ExtraNet which includes account transactions for community bank accounts held at FNB such as Deposits, Fed Cash Letter Charges, Large Returns, Adjustments, Fud Currency Deposit/Charges, Fed Fund Investments, Loan Payments/Advances and Safekeeping.
- Learn automatic file processes and uploads for ACH, Cash Letter, Deposits, Daily Statements, Wire Transfers, Check Adjustments and Foreign Currency.
- Process loan advances/payments for direct loans and participations, both purchased and sold. Many loans have spreadsheets prepared to account for multiple participants. Learning how to complete these and prepare or change them when needed.
- Assist with loan documentation when needed.
- Learn and understand the ExtraNet online cash management system in order to assist with customer calls, setup and maintain new users and solve biometric fingerprint issues.
- Completion of audit requests for Community Bank exams on Accounts and Loans.
- Fed Funds; prepare the daily estimate and final sweep arrangements of Fed Funds to/from DDA accounts for investing. Communication with Financial Services and the Wire Transfer Dept is required.
- Input and process Fed Fund transactions in the Mimics system.
- Prepare wire transfer requests as needed. Existing PDF forms must be updated with new loan reference information before requesting a wire. New wire instructions must be verified by phone to prevent fraud.
- Prepare Safekeeping functions in TPG software; Process and reconcile pay downs, maturities, calls, daily buys/sells, pledges and releases. Complete daily settlements with

Fifth Third and the Federal Reserve. Provide daily and month-end statements to community banks.

- Understand all transactions types such as Wires, ACH, Large Returns and Vault Cash in order to visit with community bank customers and assist them as needed.
- Investigate and research overdrawn account balances to communicate with the customer and/or internal departments to correct any internal errors as needed.
- Work with Community Banks to prepare new and update existing agreements. Scan them into the ExtraNet and AccuSystems and verify quality of digital images.
- Complete monthly analysis statements by preparing reports, inputting data in iCore, and verifying accuracy of statements prior to distribution to customers.
- Provide assistance to department loan officers as needed.
- Appropriately archive older documents as needed for record retention.
- Coordinate department wide items such as birthdays and monthly meetings.
- Respond to questions and requests for information and research from customers and coworkers.
- Pick up and deliver mail per schedule.
- Assist with special projects as assigned.

Position Requirements:

- High School Diploma required; further education preferred.
- Strong phone and computer skills, previous administrative support and customer service experience preferred.
- Detail oriented and comfortable working in a fast-paced office environment.
- Exceptional communication skills with a warm smile to greet clients and coworkers.
- Superior organization skills and dedication to completing projects in a timely manner.
- Maintaining a clean desk area with no confidential information showing after hours.
- Ability to manage multiple tasks and achieve deadlines under pressure.
- Communicate any issues with management and coworkers to learn best practices.
- Ability to analyze and revise operating practices to improve efficiency.
- Proficiency in Adobe and Microsoft Office with expertise in Outlook, Word and Excel.
- Communicate in a clear and service-oriented manner. Use appropriate, professional language and grammar to effectively exchange ideas and information.
- Must follow and maintain knowledge of policies and procedures and recognize the necessity for strict client confidentiality.
- Ability to proactively work with both clients and fellow team members.
- Ability to maintain a regular, predictable attendance.
- Ability to work overtime if needed.