



## **Facility CEO / Ag Loan Officer**

The Citizens National Bank is a family-owned community bank seeking a highly motivated individual as an Ag Loan Officer and to manage our Clay Center, Kansas facility. The Facility CEO will represent the bank to the Clay Center community and ensure the delivery of quality products and services to our customers. This is a supervisory position, overseeing the staff and day-to-day operations of the facility. This is a full-service banking facility with growth potential. Clay Center is a vital community located within 30 miles of Manhattan that combines a great location with excellent schools, recreation, and lifestyle amenities. Excellent benefits package and salary commensurate with experience. Signing bonus available!

### **Duties & Responsibilities:**

- Oversee day-to-day operational functions of the facility.
- Manage and grow loan portfolio, including ongoing communication with customers.
- Responsible for the general maintenance of the facility. Ensure that all security procedures are strictly followed, facility is operationally sound, and satisfactory audits are achieved.
- Be knowledgeable about all deposit and loan products.
- Approve customer and bank transactions within authority limits.
- Maintain relationships with customers and businesses to build trust and partnerships in the community. Assume community leadership and service responsibilities.
- Build and cultivate positive relationships with existing and prospective customers, demonstrating excellent customer service and setting an example for other staff.
- Analyze ag loan requests and make lending decisions.
- Coordinate processing of approved loans to ensure loans are processed according to agreements, customer needs, and lending policies.
- Manage difficult situations with customers and provide them with a resolution, information, or additional options. Ensure quick and proper responses to all reasonable customer requests.
- Maintain the highest level of confidentiality with all information obtained.

### **Supervisory Responsibilities:**

- Collaborate in the hiring, training, and retention of staff.

- Supervise, coach, and develop staff regarding service expectations, policies, procedures, products, systems, and banking transactions.
- Collaborate with management to set reasonable goals and performance standards for the facility and its staff.
- Facilitate regular employee meetings to discuss goals, training needs and opportunities; disseminate company information, and discuss operational issues.
- Maintain staff schedules to provide adequate coverage at all times.
- Conduct performance evaluations that are timely and constructive, providing recommendations for promotion and salary adjustment as necessary.

**Required Skills and Abilities:**

- Leadership and management skills.
- Sales, customer service, and interpersonal skills.
- Exceptional communication skills, both verbal and written.
- Strong attention to detail and focus on quality and accuracy.
- Ability to prioritize tasks, delegating when appropriate.
- Proficient with Microsoft Office programs with ability to learn and use various technology and information systems.

**Education and Experience:**

- Bachelor's degree preferred; minimum of Associate's degree required.
- At least three years' experience in working with ag and/or commercial customers in a rural market.
- Loan analysis and lending experience preferred but not required.
- Prior supervisory experience preferred.

Applicants may visit our Career Opportunities website or send resume to:

The Citizens National Bank  
Attn: Phil Gilliland  
P.O. Box 409  
Concordia, KS 66901

The Citizens National Bank is an Equal Opportunity Employer.

[www.thecnb.bank/Career-Opportunities](http://www.thecnb.bank/Career-Opportunities)