



Title: Commercial Services Manager
Reports to: EVP/COO
Supervises: Commercial Services Specialists
Collaboration: Operations staff who perform daily support tasks
Business Development

Job Summary

The position of Commercial Services Manager is responsible for the organization, implementation and coordination of a comprehensive Business Customer Product Set. This position is intended to manage, update and expand our existing products and services offered to business customers of all sizes.

A primary responsibility is to expand the relationship with existing customers, while cultivating new relationships and sales opportunities.

This position requires travel to customers and bank locations. This position also requires attendance and participation in bank-sponsored events.

As a working manager, you are expected to have the knowledge and ability to perform all functions within the department to allow for depth and backup with your staff.

Some of the products, services and vendor relationships included under this position would include:

- Analysis and Pricing of services
- Business Banking Suite of products
- Business Development and Sales
- Collaboration with Marketing team to develop both internal and external promotions
- Commercial Internet Banking (Q2)
- Commercial Services product suite
- Digital Invoicing (Autobooks)
- Merchant Credit Card Services (BBOK)
- Merchant Credit Card Processing (Basys)
- Remote Deposit Capture (JHA)
- Research and development of new products and income streams
- Sweep Accounts/Commercial lines of credit
- Wire Transfers for business customers
- Understanding of ACH and NACHA rules (EPCOR)
- Underwriting and Risk Assessment of new and existing customers

RESPONSIBILITIES:

- Supervise the Commercial Services staff
- Vendor relationships relating to these products and services
- Internal relationships relating to these products and services

- Responsible for business development
 - Calling on existing and prospective customers on a regular basis with or without others and with or without a referral
 - Listening for opportunities to cross-sell other bank products and services
- Analyzing the needs of business customers
- Preparing proposals and pricing services
- Onboarding and training of new business banking customers
- Prepare business agreements and other documentation
- Help monitor, assess and prepare underwriting reviews for the business customers
- Planning special events geared toward business customers
- Taking business banking customer service calls, answering questions, resolving problems and researching the issue as needed
- Work with relevant staff to create materials and promotions relating to business banking
 - Sales and marketing
 - Staff education
 - Customer education

EXPECTATIONS:

- Participate in an aggressive training process to provide you with the knowledge and tools to cross-sell business banking services and other bank products
- Attend training opportunities both in person and remotely on topics relating to business development, small business and/or commercial services
- Attend relevant trade shows for our vendors and potential vendors
- Promote an atmosphere of professionalism
- Exercise a strong work ethic needed to achieve success for yourself, the department and bank
- Participate in community activities in all markets to increase the bank's visibility and to enhance new business opportunities throughout the First Bank Kansas trade territory
- Travel as needed to other bank locations and communities to meet with staff, customers, prospects and/or to participate in activities

To apply, email your resume and cover letter to mdavidson@myfbk.com.

www.firstbankkansas.com

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