



First for You.

## Position Description

**Title:** Officer and Financial Center Manager

**Department:** Retail Banking

**Reports to:** Senior Vice President and Manager, Retail Banking

**Apply to:** [www.fnbhutch.bank/careers-at-the-first/](http://www.fnbhutch.bank/careers-at-the-first/)

### **Summary:**

Works to achieve location and bank goals through collaboration, team building, individual cross-selling, and relationship building. Responsible for mentoring and coaching staff in all aspects of their job. Financial Center Manager is responsible for the operational efficiency and security of the financial center.

### **Primary Responsibilities and Duties:**

(These responsibilities are not meant to be all-inclusive or prevent other duties from being assigned as needed)

- **Performance and Business Development Standards.** Achieves sales goals by identifying opportunities to cross-sell new and existing services. Works to increase fee income and banking relationships with all lines of business individually and by coaching the team. Makes referrals to retail banking, consumer lending, business solutions, commercial and mortgage loans, and First Wealth Management to support these efforts.
- **Manage Relationships.** Establish good relationships with other departments to ensure Financial Center and bank goals are met. Contributes to team efforts; and cooperates with fellow employees.
- **Performance Management.** Actively schedules and participates in individual and team meetings and other motivational activities. Responsible for creating agendas and sharing them with management. The manager reviews and coaches staff to ensure increased results and referrals cross-departmentally. Balanced feedback is essential. Performance coaching and conflict resolution skills are required.
- **Service.** Consistently exhibits and coaches exceptional professionalism and delivery of extraordinary customer experiences, from the initial interaction with a customer until the exchange is complete. Supports and consistently exemplifies our FNB Core Values, Quality Standards, and Culture.
- **Compliance and Security.** Comply with all federal, state, and bank regulations, laws, and all bank policies appropriate for the job function.
- **Skills and Training.** Ongoing ability to acquire and retain knowledge and skills necessary to effectively manage the financial center, staff, and time. Ability to effectively convey thoughts and ideas in both verbal and written form. Good listening and comprehension skills.

- **Personal Commitment.** Project a positive and professional image of the bank in all environments. Closer attention to the idea when on customer calls and attending community events. Effective use of logical and sound judgment. Timely and practical decision-making. Ability to perform in stressful situations. Ability to manage change.
- **Administrative.** Responsible for the financial center's effective day-to-day operations, profitability, and growth. Perform monthly audits of retail services such as teller drawers, vault, ATM, cashier's checks, monetary instrument logs, and night drops. Accountable for timely correction of all deposit and loan documentation deficiencies.
- **Other duties as assigned.**

**Position Requirements:**

- High School Diploma or GED
- Have two or more years of retail sales/customer service experience or one year of previous relationship banking experience, focusing on needs-based selling. Consumer lending experience preferred—cash handling experience required.
- Ability to work well in a team environment
- Have superior verbal and written communication skills to effectively and professionally communicate at all levels of the organization and the community.
- Have a high degree of accuracy, attention to detail, multi-tasking, excellent follow-through, and time management skills.