



Valid through 7/31/2015

The following position(s) are currently open.

If you are interested and meet the criterion for the job opening, email your resume to Darlene Mack, Human Resources Manager at [dmack@cortland-banks.com](mailto:dmack@cortland-banks.com) or fax to 330-638-4907. The Bank retains the right to change the terms and conditions of the position(s) at any time.

**JOB TITLE: FULL TIME PERSONAL BANKER (2 Open Positions) Williamsfield & Boardman-Canfield**

**DEPARTMENT: Retail Community Banking**  
**REPORTS TO: COMMUNITY BANKING MANAGER**  
**SUPERVISES: None**

**Job Objective (Purpose of the position):**

Primary responsibility is to acquire new customer relationship to the bank and grow product penetration of current customers. Profiles customer to open new accounts, cross-sell loans, additional depository products and services. Provides customer service and resolves customer problems. Assist Branch Manager in educating staff on new products/cross-selling, loan portfolio managements, taking loan applications, discussing rate options, scheduling appointments, attainment of expected sales goals assigned by manager.

**ESSENTIAL FUNCTIONS (Function essential to job):**

1. Attainment of expected sales goals specifically consumer and business checking units and dollars, Originated consumer loans, approved credit cards, qualified investment referrals and customer cross-sell. Attainment of goals in additional campaigns as assigned.
2. Performance of sales activities assigned by manager including but not limited to consistent profiling, phone sales calls to current customers and prospects, participate in outside calls thru regular cold calling efforts and community events, customer follow-up on new accounts and additive products, work with business partners and teller staff to cultivate additional leads. Assists Branch Manager in education of staff on new products, cross-selling and referral activity. Schedules appointments with Branch Manager. Participate in business development/Customer Call Programs.
3. Greet customers in a courteous, professional manner while providing prompt, efficient accurate service. Answer telephone inquiries and take responsibility for resolving customer issues. Personally demonstrates that external (or internal) customers are a high priority. Identifies customer needs and expectations and responds to them in a timely and effective manner.
4. Works within the constructs of a team, putting the needs of the organization and others before personal needs. Willingness to assist others with their work. Consistently performs assigned functions as to not to burden others
5. Maintains Compliance with all procedures and policies. Open accounts, complete necessary documentation and take and process applications accurately and effectively. Perform required maintenance on accounts accurately with little error. Maintains a neat and orderly work area. Demonstrates the essential skills related to the use of all software and equipment connected to job responsibilities. Displays an appropriate level of effective operation of equipment, and bank software
6. Follow-up on new households to extend further services and insure customer satisfaction and

retention.

7. Assist the Branch Manager with customer contacts, questions and portfolio management.
8. Ensure that established policies and procedures are followed in areas.

**Physical, Mental & Performance Requirements: For Performing Essential Job Functions:**

1. Physical Requirements involve frequent sitting, standing, walking, talking and fine motor skills used in frequent use on a personal computer. Occasionally pushing/pulling and lifting less than 50 lbs.
2. Mental Requirements involve frequently thinking analytically, using effective verbal communication, handling stress and emotions, concentrating on tasks, remembering names and details, making decisions, adjusting to change and examining/observing details.
3. Performance Requirements involve frequently staying organized, meeting deadlines, attendance, working effectively with co-workers, using keyboard, writing, using math/calculations, and attending work related meetings.

**Non-essential Functions (Marginal tasks performed by incumbent of the position):**

1. Provide some clerical services to the office.
2. Community service/involvement.

**ACCOUNTABILITIES/GOALS:**

1. Responsible achieving individual sales goals for bank products and growing the branch profitability and balance sheet
2. Ensure branch customers receive an excellent level of customer service and comply with the established customer experience procedures.
3. Maintain knowledge of all bank products and assist in training branch colleagues on product knowledge.

**General Description (A descriptive account of how this job is done to someone who has never done it):** The major responsibility of someone in this position is spent meeting with current customers and prospects (60%) and providing customer service (30%). About 10% of one's time is devoted to functions related to the operation of the office such as account/portfolio maintenance. The majority of the time, about 70% is spent sitting, 20% of the time is spent walking and 10% standing.

**Job Standards (Minimum qualifications needed to perform essential job functions):**

1. 3-5 years prior banking/business experience.
2. 12-24 months of inside sales experience
3. Customer contact skills
4. Computer experience, Word, Excel-general knowledge and operational skills
5. Calculator skills
6. Basic math skills
7. Successful completion of Bank's training program(s).

**Critical Skills/Expertise (Needed for this job, specifically):**

1. Sales Skills
2. Customer contact skills
3. Successful completion of Bank's training program(s).
4. Computer skills
5. Basic math skills.

**Job Location(s) (Place(s) where work is performed):**

1. Any branch location.
2. Available to work branch hours and days associated with the assigned location.

**Equipment (Machines, Devices, tools, etc. used in job performance):**

1. Computer
2. Calculator

3. Typewriter
4. Copier
5. Fax Machine
6. Cash Advance Machine
7. Check Protector

**Equal Opportunity Employer M/F/D/V/**