

**VERABANK, N.A.**  
**JOB DESCRIPTION**

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**JOB TITLE:** Treasury Management Support Representative

**DEPARTMENT:** Treasury Management

**SUPERVISOR:** Treasury Operations Manager

**FLSA STATUS:** Non-Exempt

**DATE:** August 5th, 2019

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**JOB PURPOSE**

Responsible for independently assessing and processing inbound business banking related phone calls, emails, and request to accomplish a satisfactory result for the customer and the bank. Proactively sells, cross-sells and refers bank products and services.

**DUTIES AND RESPONSIBILITIES**

1. Professionally processes inbound phone calls, emails, and request concerning technical difficulties, account questions, product and service information, bank policy, and various other customer and bank partner requests.
2. Actively pursues opportunities to establish new relationships and to expand existing customer relationships.
3. Maintains advanced level technical knowledge of various bank products, services, and electronic delivery channels as defined by the treasury management department standards.
4. Maintains proficiency and effectively services treasury management customers, including but not limited to, business banking online, business banking customer service inquiries, and business banking products.
5. Accurately completes necessary paperwork and procedures within established guidelines to complete customer's requests for various services and products.
6. Efficiently interprets and explains bank charges, policies, procedures, special programs and rates in non-bank terms to ensure customer understanding of information being communicated.
7. Maintains compliance with various banking regulations.
8. Proactively advises management of irregular or recurring problems and suggests improvements to better service customers.
9. Maintains the customer's confidentiality.
10. Proactively serves as a liaison for customers and bank partners. Takes ownership of customer related problems. Pursues solutions on behalf of the customer and independently resolves calls and emails.

## **CONTACTS**

Daily contact with bank customers, bank partners, supervisor, co-workers, and other bank departments and managers.

## **SPECIFIC REQUIREMENTS**

1. Associates degree or equivalent experience.
2. Four or more years of experience in banking in a retail or operations area.
3. Excellent oral and written communication skills.
4. Ability to sell, cross-sell and refer bank products and services.
5. Excellent customer service skills.
6. Ability to work independently and as a team with excellent time management skills.
7. Knowledge of various personal computer programs and various electronic delivery channels. Proficient with internet, mobile banking, and other technologies.
8. Ability to independently and effectively resolve all customary and usual service inquiries.

## **PREFERRED REQUIREMENTS**

1. Three or more years of experience in a call center environment.
2. Ability to quickly learn and effectively use various types of evolving technologies to service customers.
3. Familiar with the bank's core accounting system.
4. Comprehensive knowledge of banking rules and regulations.
5. Detail oriented.
6. Knowledge of various banking departments.
7. Familiarity with business banking products and services.

## **PHYSICAL REQUIREMENTS**

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment.

## **NOTICE**

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank

needs, being in good standing, fully competent performance, and other non-discriminatory issues.

6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

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Employee

Department/Division Manager

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Date

Date