



**The National Bank of Indianapolis**  
**Job Posting: Assistant Manager, Main Banking Center**

**A Stable and Growing Employer**

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 300 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401(k), profit sharing, and wellness benefits.

**Who We Are Looking For**

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their co-workers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

**How to Apply**

To express interest in an open position at the Bank, please email your resume to [Resumes@NBofI.com](mailto:Resumes@NBofI.com) or call 317/261-3271.

**We invite you to learn more about The National Bank of Indianapolis at**  
<http://nbofi.com/careers.php>

**The National Bank of Indianapolis is an Equal Opportunity Employer**  
**(Minority/Female/Disability/Veteran)**





## **JOB POSTING: Assistant Manager, Main Banking Center**

**Purpose of Position:** Serve as the primary operations officer of the assigned Banking Center. Assist the Banking Center Manager with development of new business, servicing accounts, lending, customer relations and staff development.

### **Essential Functions:**

- ◆ Provide high quality customer service to all clients all the time
- ◆ Promote the “Culture of Excellence” and ensure the staff consistently upholds it
- ◆ Serve as the primary operations officer of the Banking Center
- ◆ Mentor and coach employees in skill development and personal growth
- ◆ Comply with all banking regulations and our own Bank policies, procedures and objectives
- ◆ Maintain proper procedures and security controls to protect against criminal and fraudulent activity and unnecessary risk or exposure, including but not limited to following Bank policies and procedures to ensure confidentiality and obtaining all proper identification on telephone and electronic inquiries
- ◆ Ensure and monitor proper loss prevention regarding past due loans/credit cards, cash items, overdrawn accounts
- ◆ Review daily account management reports, including but not limited to uncollected funds report, depository overdraft report and new accounts report; review and approve large dollar transit items report
- ◆ Conduct monthly audits as outlined on the Banking Center Audit Control Sheet, including but not limited to cash audits, alarm testing, review of NVR/camera functionality, and bait strap change
- ◆ Open new depository accounts (personal and business)
- ◆ Prepare, approve and process loan requests within lending authority, per DecisionPro procedures
- ◆ In order to support all team members and assist as necessary, maintain knowledge of banking center operations, including but not limited to ATM and vault management, branch capture, and teller functions
- ◆ Master all features and benefits of Bank’s products, programs and services, and ensure that staff is similarly trained on our product and service offerings
- ◆ Evaluate customer product/service needs, and present financial solutions that bolster customer satisfaction and increase referrals; where the client relationship is best managed by another Bank department/division, partner effectively with the appropriate banker to ensure superior customer service
- ◆ Seek out business development opportunities in the service area, actively conducting calls on current and prospective clients, either individually or in collaboration with Superior Service Team partners
- ◆ Represent the Bank within the community to enhance the Bank’s image and establish contacts to develop business
- ◆ Assist the Banking Center manager in developing methods to enhance and retain client account relationships; solicit staff participation to overcome service delivery barriers and suggest methods to improve service
- ◆ Assist with planning scheduled meetings on Bank operations, security and products
- ◆ Maintain prudent expense control in the Banking Center
- ◆ Assist the Manager with hiring, scheduling, coaching, terminating, and conducting performance appraisals

### **Requirements:**

- ◆ High school diploma or equivalent; college degree preferred
- ◆ Demonstrated skill in banking center operational leadership, teller line expertise and client account management, typically gained by 2 or more years of general retail banking and at least a year in a role with regular platform responsibilities
- ◆ Demonstrated ability to manage and mentor staff
- ◆ Excellent communication and customer service skills, exhibiting a high degree of professionalism
- ◆ Excellent interpersonal skills, with the proven ability to interact effectively with individuals from diverse backgrounds
- ◆ Ability to organize and prioritize tasks
- ◆ Demonstrated computer proficiency and teller terminal knowledge
- ◆ High mathematical and computational aptitude
- ◆ Ability to interpret data and formulate decisions/solutions

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