



**The National Bank of Indianapolis**  
**Job Posting: Banking Center Manager, Westfield/Carmel**

**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.

**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)**





THE NATIONAL  
BANK OF INDIANAPOLIS

## **JOB POSTING: Westfield/Carmel Banking Center Manager**

### **Purpose of Position:**

Serves as the primary marketing officer of the assigned Banking Center. Plans, directs and organizes the sales and daily operational activities of the Banking Center. Responsible for developing new business, lending, servicing accounts and managing client relations. Manages, motivates and coaches staff to ensure the Bank's clients receive the highest level of quality customer service.

### **Essential Functions:**

- ◆ Provide high quality customer service to all clients all the time; promote and nurture the "Culture of Excellence"
- ◆ Mentor and coach employees in performance management, 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 and 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
- ◆ Monitor/approve monthly audit control sheets for the Banking Center
- ◆ 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 opening new depository accounts, 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 product and service offerings
- ◆ Evaluate customer product/service needs, and present financial solutions that bolster customer satisfaction and increase referrals
- ◆ Through Superior Service Team leadership as well as independently, constructively interact with other areas of the Bank on referrals in order to provide clients with the appropriate products and services
- ◆ As the primary marketing officer of the Banking Center, develop a marketing plan and 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
- ◆ Exercise administrative control over the general operations of the Banking Center, including but not limited to proper expense management, implementation of Bank policies and procedures, promotion of Bank objectives, business development, and delegation of duties
- ◆ Recruit, hire, schedule, assign jobs, promote, conduct performance appraisals, counsel, discipline and terminate employees
- ◆ Promote the Bank's image in the community by participating in community activities, coordinating community development efforts, and promoting involvement and participation in community service organizations to present a favorable image in the community and establish contacts that could generate new business
- ◆ Develop methods to enhance and retain client account relationships; solicit staff participation to overcome service delivery barriers and suggest methods to improve service

### **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 8+ years of general retail banking and at least 4 years in a role with branch operations and regular platform responsibilities
- ◆ Proven business development skills
- ◆ Proven supervisory/leadership abilities as demonstrated by at least 4 years of prior supervisory experience
- ◆ 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; ability to interpret data and formulate decisions/solutions
- ◆ Demonstrated computer proficiency and teller terminal knowledge; high mathematical and computational aptitude

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For more information, please call Human Resources at 317-261-3271.

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