



The National Bank of Indianapolis
Job Posting: Client Support Manager, Treasury Management

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 coworkers. 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 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

Client Support Manager, Treasury Management

Purpose of Position:

This position provides in-depth administrative support to the Treasury Management Bankers as well as the Manager, and serves as a point of contact for TM clients. The CSM must be able to deliver exceptional customer service and assist clients with their needs while ensuring compliance with Bank policies and regulations. Independent judgment is required to plan, prioritize and organize a diversified workload.

Essential Functions:

- ◆ Respond to customer questions, requests and concerns, both written and oral, in a timely manner
- ◆ Provide administrative support to TM Bankers and Manager, including:
 - assisting with preparation of proposals and other documents
 - processing agreements, applications and forms related to TM products and services, ensuring proper paperwork and signatures as necessary
 - processing transactions related to depository accounts, such as opening/closing, stop payment requests, fund transfers and NSF's
 - providing copies of statements
- ◆ Research and analyze information on client accounts to support business development opportunities
- ◆ Participate in regular sales meetings
- ◆ Support research and relationship reviews on Treasury Management clients on a regular basis
- ◆ Assist in compiling information and maintaining various reports, including but not limited to pipeline, inventory, sales report tracking, entertaining and competitor pricing
- ◆ Prepare correspondence and mass communications for Bankers and manager, including holiday cards
- ◆ Identify opportunities for the Banker to cross-sell unused Bank services, as identified through conversation and/or activity with clients in the portfolio; recommend to the Banker appropriate changes to products and services when reviewing client account relationships through day-to-day activity
- ◆ Coordinate business meetings, including ordering food, reserving rooms and setting up for luncheons

Requirements:

- ◆ High School diploma or equivalent
- ◆ Minimum of 3 years of experience in an administrative role in banking, supporting client service professionals; good working knowledge of treasury management products and services preferred
- ◆ Proven communication skills (written and verbal), with strong emphasis placed on responsiveness and customer service
- ◆ Excellent interpersonal skills, exhibiting a high degree of professionalism
- ◆ Computer proficiency, especially in Word and Excel
- ◆ Strong organizational and time management skills
- ◆ Excellent problem solving skills and ability to make decisions to resolve problems
- ◆ High degree of accuracy and attention to detail
- ◆ Ability to work with minimal supervision

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