



The National Bank of Indianapolis
Job Posting: Client Support Manager/Receptionist

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 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/Receptionist, Diamond Capital Management**

Purpose of Position:

This position serves as the initial contact for Diamond Capital Management investment accounts. With a service oriented attitude, the Receptionist/CSM must be able to greet clients in a manner consistent with the Bank's Culture of Excellence; answer the telephone in a timely, polite and professional manner; maintain strong customer relationships through appropriate customer service; and provide project support to the entire DCM staff on an "as needed" basis. Independent judgment is required to plan, prioritize and organize a diversified workload.

Essential Functions include but are not limited to:

- ◆ Assist with administration of, and maintain a working knowledge of, existing DCM investment management accounts including: daily client communications, including troubleshooting and problem solving; monitoring of daily client transactions; preparing account deposits and disbursements; preparing client/account correspondence; tracking client fees and account balances; account-specific system maintenance
- ◆ Fulfill receptionist duties, including: greeting clients in a manner consistent with the Bank's Culture of Excellence; answering the telephone in a timely, polite and professional manner, maintaining accuracy when transferring calls and taking messages; attending to general housekeeping responsibilities (e.g. load/unload/run dishwasher, make coffee, stock refrigerator, load copier paper, maintain workroom equipment, etc.); tracking and ordering supplies and marketing materials for the department; maintaining the appointment calendar for the department, including scheduling client luncheons and coordinating meeting room reservations
- ◆ Respond to customer questions, requests and concerns, both written and oral, in a timely manner
- ◆ Cultivate and maintain positive relationships with clients through regular and appropriate communication, with adherence to the Bank's Culture of Excellence
- ◆ Schedule and coordinate client and prospect meetings, as needed
- ◆ Manage appointment calendar for the department, including conference rooms

Requirements:

- ◆ High School diploma or equivalent
- ◆ Minimum of 2 years of experience in an administrative role supporting client service professionals; a minimum of 2 years supporting wealth management/portfolio management activities preferred
- ◆ Proven written and verbal communication skills, with strong emphasis placed on responsiveness and customer service skills
- ◆ Excellent interpersonal skills, exhibiting a high degree of professionalism
- ◆ Strong team orientation and demonstrated work ethic
- ◆ Experience with and good working knowledge of standard computer applications, including Microsoft Word and Excel
- ◆ High degree of accuracy and attention to detail
- ◆ Ability to problem solve
- ◆ Ability to organize and prioritize tasks

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