



The National Bank of Indianapolis
Job Posting: Relationship Banker, 49th & Pennsylvania 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.

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

Relationship Banker, 49th & Pennsylvania Banking Center

Purpose of Position:

Responsible for opening new accounts, maintaining existing accounts, cross selling Bank products and services, and providing quality customer service to further customer relations. Provides support and back up to the Banking Center management and to the CSRs on the teller line. Assists with the business development efforts of the Banking Center.

Essential Functions:

- ◆ Uphold the “Culture of Excellence” and provide high quality customer service to all clients all the time
- ◆ 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
- ◆ Open new depository accounts (personal and business)
- ◆ Provide supervisory support and training to CSR staff, and serve as primary back up on the teller line
- ◆ Monitor CSR daily operations to ensure daily balancing is complete in a timely and accurate manner; assist CSRs with cash difference reconciliation
- ◆ Transmit data for the branch capture system
- ◆ Assist with monthly audits as outlined on Banking Center Audit Control Sheets
- ◆ Evaluate customer product/service needs to ensure customer satisfaction and referrals to appropriate Superior Service Team partners
- ◆ Develop knowledge of the features and benefits of the Bank’s products
- ◆ Research and answer customer inquiries; quote products and rates
- ◆ 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
- ◆ Participate in business development calls to current and prospective clients with managers
- ◆ Provide supervision back up for Manager and Assistant Manager

Requirements:

- ◆ High school diploma or equivalent
- ◆ Minimum of 2 years of experience as a Customer Service Representative or Lead CSR
- ◆ Previous new account experience helpful
- ◆ Computer proficiency and teller terminal knowledge
- ◆ 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
- ◆ High mathematical and computational aptitude
- ◆ Ability to interpret data and formulate decisions/solutions

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