



POSITION DESCRIPTION

Position Title:	Community Banker I	Hours:	40 Hours (Mon-Fri)
Reports To:	Branch Manager	FLSA Status:	Non-Exempt
Department:	Olympia Branch		

POSITION SUMMARY

The Community Banker is the frontline of Commencement Bank. Our retail Community Bankers assist clients with transactional requests, service needs, hold meaningful conversations with clients and prospects, recommend financial products and services, and engage within the community in which they serve. Community Bankers provide a best in market customer experience by helping to creating a warm, welcoming, and friendly environment for all bank employees, customers, and community members. Commencement employees embrace and practice the Bank's core values: Dedication, Teamwork, Integrity, and Respect and support an environment of diversity, equality, and inclusion within all aspects of the organization.

The Community Banker I role is an entry level role for team members without prior banking experience. The Community Banker I is expected to proficiently process all frontline transactions, competently open consumer, business, and non-profit accounts, meet all the service needs of Commencement Bank clients, and hold meaningful conversations with clients and prospects to recommend appropriate products and services. This position is expected to maintain compliance with all bank policies while participating in regular branch operational reviews and certification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Process all frontline transactions and client service requests.
- Maintain a consistent cash drawer balancing record without controllable losses.
- Open consumer, business, and non-profit deposit accounts.
- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, including BSA/AML/OFAC guidelines as applicable.
- Participate in all operational compliance activities and daily reporting.
- Hold meaningful conversations with clients and prospects to recommend appropriate products and services.
- Maintain professional conduct at all times including in person and via telephone communication with clients, prospects, and internal partners.
- Take initiative in personal development plan to grow job specific skills and proficiencies.
- Participate in bank sponsored community events and sponsorships.
- Educate and train clients in the use of self-service options including mobile banking, online banking, mobile deposit, and online wire origination.
- Always represent Commencement Bank in a professional and authentic manner.
- Perform other duties as assigned.

REQUIRED SKILLS

- Prior customer service and cash handling experience.
- Diligent attention to detail and ability to effectively multi-task.
- A self-starter with initiative and a desire to learn.

- Ability to communicate effectively and professionally including in person, via telephone, and in writing.
- Ability to read and follow written procedures.
- Ability to work on unrelated processes simultaneously, prioritizing as tasks change and new tasks arise.
- High level of accountability and follow through.
- Treats all colleagues, clients, and community members with respect, working ethically with integrity.

WORK ENVIRONMENT

- Must be able to remain in a stationary position for extended periods of time.
- Must be able to effectively communicate and exchange accurate information.
- Must be able to work in an environment with moderate noise levels and with frequent employee/customer contact and interruptions during the day.

QUALIFICATIONS

- High school graduate or GED required

Job description may change at any time.