



## POSITION DESCRIPTION

<b>Position Title:</b>	Community Banker II	<b>Hours:</b>	40 hours (Mon-Fri)
<b>Reports To:</b>	Branch Manager	<b>FLSA Status:</b>	Non-Exempt
<b>Department:</b>	Tacoma Branch		

## SALARY RANGE

The hourly range for this role is \$17.50 - \$22.50, and the pay rate for the successful applicant will be determined based on a variety of non-discriminatory factors which may include, but is not limited to, job-related knowledge, skills, location, and experience. Specific roles may be eligible for performance-based incentive compensation, bonus, and/or equity awards.

## 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 create 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 II is responsible for the acquisition, retention, and enhancement of consumer, business, and non-profit banking relationships. The Community Banker II uses their complete knowledge of all bank products and services to conduct meaningful conversations and provide recommendations. The Community Banker II performs frontline teller transactions, opens new accounts, provides account maintenance, participates in consumer lending, business development, and ensures operational excellence in all that they do.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Effectively assess client and prospective client needs by having meaningful conversations and asking thought-provoking questions.
- Recommend appropriate solutions based on the needs identified from client and prospect conversations.
- Develop new business for the bank through current client relationships, internal referrals, outside referrals sources, and direct calling.
- Process basic consumer loans including lines of credit and consumer term loans.
- Participate in bank sponsored community events and sponsorships.
- Assist in the management of retail banking relationships.
- Open new accounts for consumers, businesses, and non-profit organizations.
- Refer clients to other departments within the bank including cash management, commercial lending, and government guaranteed lending.
- Perform frontline teller transactions and all forms of account maintenance.
- Process complex transactions including changing account ownership, living trusts, guardianship accounts, and estate assignments.
- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, including BSA/AML/OFAC guidelines as applicable.

- Perform all branch operational tasks including compliance reviews, certification, branch cash, vault, and ATM administration.
- Educate and train clients in the use of self-service options including mobile banking, online banking, mobile deposit, and online wire origination.
- Takes initiative in their personal development plan to grow job specific skills and proficiencies.
- Perform other duties as assigned.

#### **REQUIRED SKILLS**

- Excellent verbal and written communication skills.
- Self-starter with the ability to learn and grow.
- Ability to work autonomously and prioritize multiple tasks.
- Ability to initiate client communication through in person, telephone, and email contact.
- Work collaboratively with teammates and other departments within the bank.
- Assist in the development of market specific business development planning.
- Ability to read and follow written procedures.
- Ability to use or learn Word, Excel, Adobe, and Outlook.
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions
- High level of accountability and follow through.
- Always represent Commencement Bank in a professional and authentic manner.

#### **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**

- At least one year of experience paying and receiving in a financial institution
- High school graduate or GED required

#### **BENEFITS INFORMATION**

Commencement Bank strongly believes in the importance of investing in the health and welfare of its employees and their families. To extend our gratitude for the time and services they provide to our clients and communities, Commencement offers an exciting total rewards package including base salary and a comprehensive package of benefits.

Benefit eligibility begins the first day of the month following the date of hire for employees who are regularly scheduled to work at least 20 hours weekly. Eligible employees will receive benefit options including:

- comprehensive and competitive paid healthcare coverage (medical, dental, and vision) with discounted premiums for dependents
- 401(k)-retirement savings plan with employer match
- employee stock purchase program
- employee assistance program (EAP)
- life insurance
- long-term disability insurance
- flexible spending account
- voluntary benefit options
- tuition reimbursement
- paid parking
- vacation time and a personal float day

- vacation purchase option
- paid time off for illness, volunteerism, and holidays
- logo wear allowance
- employee appreciation activities

**Job description may change at any time.**