



## POSITION DESCRIPTION

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

## SALARY RANGE

The hourly range for this role is \$15.74 - \$18.50, 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 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

## **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
- paid time off for illness, volunteerism, and holidays
- logo wear allowance
- employee celebration activities

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