



## **Relationship Manager Mount Ayr**

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Please forward resume and completed job application via mail or email to:

Attn: Danielle Still  
PCSB Bank  
904 E. South Street  
Mount Ayr, IA 50854  
careers@WeArePCSB.com

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### **SUMMARY**

The successful candidate will be a customer service and solution oriented team member. Essential responsibilities include, but are not limited to, managing and developing staff, handling routine financial transactions, and assisting customers with new and ongoing account support. Reports to Chief Operations Officer, 37.5 - 40 hrs/wk.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Manage, train and continued development of Relationship Specialists in Mt Ayr branch
- Handle routine financial transactions (deposits, withdrawals, advances, loan payments, etc.), and balance these transactions daily while ensuring a positive interaction with customers and non-customers
- Become knowledgeable in all bank retail products and services, applicable bank and branch policies, procedures and support systems
- Cross-sell products when appropriate by making the necessary referrals to those who specialize in the bank's outstanding product line
- Open new accounts, including checking, savings, money markets, certificates of deposits, and IRA's
- Accept applications, underwrite and process consumer loans
- Basic receptionist duties (answering phones, directing lobby traffic, etc.)

### **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent
- Service/retail industry; banking experience, preferred
- Excellent verbal and written communication skills
- Excellent telephone and interpersonal skills
- Good problem-solving, negotiation, and time management skills
- Proficient computer skills, including Microsoft Office