

Bank Manager-Paola, Kansas

First Security Bank is looking for an energetic and customer service focused individual who would like to be a member of our dedicated team. As a community bank, we are focused on supporting our customers and community by providing exceptional customer service and new banking products and services.

Job Duties:

- Supervision of customer service staff.
- Oversee and coordinate successful branch operations.
- Provide training, coaching, and development of staff.
- Responsible for business development and community involvement.
- Perform all aspects of account opening and maintenance, including personal and business accounts.
- Cultivate relationships with customers to aid with their inquiries and/or problem resolution.
- Provide education to customers on banking products. Including but not limited to checking, savings, business products, IRA's, CD's, debit cards, online banking, mobile banking and ATMs.
- Be a backup to teller line when need. Will perform all aspects of teller duties during that time.
- Adhere to policies and procedures, including annual education of regulatory and banking policies, procedures and customer service guidelines.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related tasks and performing special projects as needed.
- Flexible schedule to include opening or closing, extended hours as needed and could possibly include some Saturday coverage when needed (8:45am to Noon).
- Any additional task or duties assigned.

Customer Service Skills and Qualifications:

- Leading a team, mentoring junior employees, and providing Officer guidance.
- Analyzing financial record, plan and follow a budget.
- Displays integrity, passion, commitment, and the ability to provide top-notch customer service that improves our customer's experience.
- Communicates effectively and confidently with all customers and co-workers alike.
- Works well with others and collaborates productively to accomplish tasks.
- Can manage complexity, prioritize tasks and execute good time management.
- Has the ability to learn and adapt to new information and technology platforms.
- Is thorough and provides careful attention to detail.
- Will follow established processes and guidelines in daily activities to do what is right for customers and the bank, adhering to all applicable laws and regulations.
- Is comfortable asking customers about their financial goals and introducing services and products that will meet their needs.
- Is proficient in problem solving, basic computer skills and general math skills.
- Enjoys working with the public.

Preferred:

A minimum of 2 years of Supervision experience

A minimum of 2 years of Personal Banking experience.

A minimum of 10 total years of banking experience.

Starting Pay is based off of experience.

Please send your resume to shannonv@firstsecurityks.com

First Security Bank is an equal employment opportunity employer committed to excellence through diversity. All eligible candidates are invited to apply for position vacancies as appropriate. Individuals with disabilities who need assistance with application process are encouraged to call 913-259-4020 to obtain assistance. Applicants may also apply at any of our 4 locations.

https://www.eeoc.gov/employers/upload/poster_screen_reader_optimized.pdf

https://www.dol.gov/ofccp/pdf/pay-transp_%20English_formattedESQA508c.pdf