

Assistant Community Banking Officer

About Us:

MountainOne is a mutual holding company headquartered in North Adams, Massachusetts. Banking, Insurance, and Investment products are offered at full service offices in the Berkshires (Pittsfield, North Adams, Williamstown) and on Boston's South Shore (Quincy, Rockland, Scituate). MountainOne is dedicated to the local communities we serve, with a mission of delivering solutions of real value that help individuals, businesses, and community institutions manage their financial lives with clarity and confidence.

- **MountainOne Bank**, founded in 1848, provides a complete array of personal and business banking and electronic services.
- **MountainOne Insurance** provides personal and business insurance, bonding services and group benefits solutions.
- **MountainOne Investments** provides individual investment services and group financial benefit plans (financial professionals offering securities and advisory services through Commonwealth Financial Network[®], Member FINRA/SIPC, a Registered Investment Advisor)

Position Description:

The Assistant Community Banking Officer is responsible for a full range of customer care featuring advanced levels of outreach. The ACBO oversees the branch operations in the absence of the CBO, including supervision of staff to ensure the team provides superior customer service in accordance with the MountainOne Customer Service Standards and actively demonstrates our core commitments. In conjunction with CBOs this position is responsible for setting business growth goals, maintaining and expanding account relationships, and achieving revenue growth. The Assistant CBO participates in community engagement and marketing activities, and helps maintain a positive branch image.

Key Accountabilities and Responsibilities:

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The job performance of the Assistant Community Banking Officer includes the following, and other/related duties as assigned.

1. Customer Care

- Provide excellent customer care and quality customer services, including but not limited to, opening new consumer and commercial deposit accounts, opening IRA plans, consumer loan origination, performing account transfers and wires per bank regulations and guidelines.
- Perform activities requiring signing authority, including checks and transfers.
- Handle advanced customer care and problem resolution; outreach; manage customer account reports.
- Provide transactional support on the teller line to include vault operations and procedures.

2. Operations and Compliance

- Provide system and procedures training to branch personnel.
- Maintain the highest level of knowledge and understanding of all electronic banking channels.
- Comply, keep updated with policies, procedures, compliance training; comply with BSA/AML/OFAC regulations and guidelines. Participate in audits. Comply with the company's code of ethics.
- Maintain a position of trust and responsibility by keeping all customer business confidential.
- Maintain knowledge of all bank policies and procedures relevant to this position.
- Open and close the branch office when necessary, following established security guidelines.
- Oversee the daily operation of the branch in the absence of the Community Banking Officer. Perform all Personal Banker duties as necessary.

3. Business Development

- Actively refer loan, insurance and investment services to achieve branch goals.
- Work on new business opportunities internally and externally, as sourced by the CBO. With the CBO, set business growth goals.

4. Individual and Team Effectiveness

- Demonstrate a strong commitment to the bank's sales culture, established service standards and serve as a brand ambassador. Participate in community engagement and marketing activities.
- Maintain a commitment to ongoing training and education.
- Perform related customer service and clerical duties as assigned by the Community Banking Officer.

Qualifications:

1. High School Diploma required;
2. Experience in Retail Banking or Call Center preferred;
3. Excellent and proven interpersonal, verbal and written communication skills;
4. Flexibility to be available during scheduled hours or cover other shifts as needed;
5. Ability to handle conflict and resolve problems in a professional manner;
6. Ability to deal with and show discretion in confidential matters;

7. 10% availability to travel outside of 25-mile radius;
8. Ability to sit, bend, perform computer input and/or answer the phone for extended hours.

To Apply:

Please email your resume and letter of interest to: careers@mountainone.com. MountainOne is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, disability, or veteran status. (Compliant with VEVRAA and Section 503 rules)

MountainOne Bank is Member FDIC. Member DIF.  Equal Housing Lender.

Insurance and Investments are not insured by the FDIC and are not deposits or other obligations of, or guaranteed by, any depository institution. Funds are subject to investment risks, including possible loss of principal investment.

The financial advisors of MountainOne Investments offer securities and advisory services through Commonwealth Financial Network®, member FINRA/SIPC, a Registered Investment Adviser. Fixed insurance products and services offered through CES Insurance Agency or MountainOne Investments. MountainOne Bank is not a registered broker-dealer or Registered Investment Adviser. MountainOne Bank and MountainOne Insurance are not affiliated with Commonwealth. MountainOne Investments' main office is located at 85 Main Street, Suite 100, North Adams, MA 01247. (413) 664-4025