

Community Banking Officer (Scituate)

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:

As the manager of the branch, the Community Banking Officer oversees the operation of a full-service Community Banking Office. The CBO is responsible for directing and motivating staff to achieve high levels of individual and team performance that results in superior customer service in accordance with our Community Banking Service Standards; to conduct themselves in ways that reflect the company's core commitments. In conjunction with the Senior Community Banking Officer, the CBO is responsible for maintaining and expanding personal and business account relationships to achieve revenue growth. As a brand steward for the company, the CBO projects and ensures a positive branch image.

Key Accountabilities and Responsibilities:

- Manage the daily operation of the branch following established security guidelines. Accountable for all branch staff; lead by example. Perform all Personal Banker and Assistant CBO duties as necessary. In addition, exercise authority to terminate customer relationships/accounts, handle complex/special account service actions.

- Responsible for all branch staffing and scheduling; provide flexibility to service all hours of operation.
- Exercise the usual authority of a manager concerning performance goals, feedback and reviews. Responsible for hiring, promotions, salary recommendations and terminations.
- Implement continuous improvement plans surrounding operational excellence.
- Facilitate individual and staff/team professional development; coach staff to maximize their potential. With the VP/Sr. CBO, create and manage staffing plans and resource allocation.
- Direct and maintain Customer Service Standards, leading by example. Utilize relationships with branch administration and across all internal departments for resolution of customer issues.
- Manage all owned and escalated customer issues and complaints.
- Embrace and utilize technology of the core operating system and Electronic Banking channels to create efficiencies in work flow. Grow and maintain customer loyalty by providing outstanding customer service.
- In collaboration with the VP/Sr. CBO, set business growth goals based on a solid understanding of MountainOne's business strategy. Develop and execute strong business development plans to increase deposit growth, loan sales, and banking services. Implement Community Banking programs.
- Manage the effective and cost efficient operation of your branch.

Qualifications:

- Understanding of business strategy.
- Ability to read and understand internally published financial reports; advanced math and expert level of financial literacy.
- Understanding of all aspects of electronic banking.
- Systems knowledge (teller and customer management); DecisionPro and DepositPro system knowledge.
- Branch procedures; understand branch procedures, cash handling; ATM/TCR processes and settlement procedures.
- Expert product knowledge of deposit accounts, loan products and features/benefits of all.
- Business development; ability to work with the VP, Senior Community Banking Officer and VP, Local Business and Customer Relations Officer to identify and target opportunities for growth; with partners to grow and manage customer relationships.
- Sales process; as relates to selling through, PODS, cross-selling and making sales referrals.

Personal Skills:

- Critical thinking, including data analysis and problem-solving.
- Personal accountability, holding others accountable to same standards.

- Strong interpersonal skills, communication skills, including verbal, written and active listening.
- Empathy, ability to relate to and care for others.

Experience:


- Bachelor's degree.
- Minimum three year of experience in lending or banking.
- Business development, experience working with partners and teams.
- Community engagement, e.g. brand promotion, networking.

Other Requirements:

- Flexibility and availability to service all banking hours, as needed.
- Ability to travel up to 25% of the time outside a 25-mile radius.
- Ability to sit, drive, bend, make/answer telephone calls.

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