

FIRST RESOURCE BANK

Title:	AVP Retail Banking	Availability:	Monday – Friday; 8:00 a.m. - 5:00 p.m.
FLSA:	Exempt	Location:	Location Based on Need
Department:	Retail	Reports To:	VP Retail Banking
Category:	Full Time	Date:	TBD

About First Resource Bank

First Resource Bank ('FRB') is built on three core values: providing unequalled service, having a team approach, and making a positive impact in the communities we serve. By implementing these simple tenets, the organization has experienced growth and an expanding client base.

Primary Responsibilities

- Oversee direct reports performance, development, customer service and daily branch operations to ensure client service standards are met within deposits and loans
- Manage loan portfolio by monitoring past due accounts, renewals, repossessions and foreclosure, and escalate loan issues to Chief Risk Officer
- Oversee secondary market mortgage program
- Assist the VP of Retail Banking in the oversight of day to day retail branch operations
- Address complex operational issues including but not limited to; staffing, scheduling, training, auditing, and ensure requests are executed within established bank authority matrix guidelines
- Approve and perform transaction overrides and support retail managers as a backup of their assigned duties
- Build customer relationships by maintaining a thorough knowledge of bank products and services and providing appropriate recommendations toward customers
- Provide exceptional customer service that aligns with First Resource Banks Client Experience Service Standards policy
- Other administrative duties as assigned

Job Skills Required:

- Knowledge and or experience in consumer mortgage lending
- Excellent customer service, collaboration and problem-solving skills
- Excellent organizational and time management skills with high attention to detail and accuracy
- Ability to communicate effectively and professionally
- Excellent analytical, decision-making and effective problem resolution skills
- Ability to work well in a collaborative, cohesive and cooperative team environment

Job Skills Preferred:

- Two- or Four-Year Business Degree
- Management experience
- Experience with CSI core banking software

First Resource Bank is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, national origin, veteran or disability status.