INB, N.A.
Job Description

Job Title: Treasury Services Associate
Department: Treasury Services
Reports To: Treasury Support Manager
FLSA Status: Non-Exempt

Summary

Treasury Services represents some of the most versatile employees we have at INB! As the centralized support team to our geographically distributed sales team and business clients, we not only provide the depository accounts for our businesses, but the myriad of receivables, payables, and fraud related services that complement these deposit accounts. In addition to serving as the implementation hub for our most sophisticated business clients' treasury products, we round out our skills by maintaining the Main branch of INB's corporate headquarters. This mix of serving every possible type of INB customer results in some of the most broadly knowledgeable employees in the bank. We are the A-team when it comes to knowing "what" needs done, "how" it gets done, or "where" to go to get it done!

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for greeting all bank customers, as they enter the branch, in a courteous and professional manner.
- Utilize data provided from sales and/or support personnel to establish or update client specific information during the implementation or maintenance process
- Analyze, review, and document client requirements while adhering to established processes and procedures
- Manage multiple implementations or projects simultaneously and be proficient in communicating progress updates to the appropriate team members throughout the process
- Develop a working knowledge of all retail and Treasury products and services offered by INB
- Provide excellent customer service in all customer interactions related to Retail and Treasury products

- Promptly & courteously answer and resolve all customer phone inquiries, in accordance with INB phone policy.

- Assist customers with any service needs related to their deposit accounts (change of signers, address changes, stop payments, etc.) and commercial account opening and maintenance

- Maintain an effective follow-up process to any items held within a “Pending/Hold” file

- Continuous learning of cash management and analysis systems

- Perform other related duties as assigned or requested.

- Assist Treasury Services Manager with daily assignments, projects and reports.

Supervisory Responsibilities
This job has no supervisory responsibilities.

Competencies
To perform the job successfully, an individual should demonstrate the following competencies:

Communication – understands and effectively utilizes communication concepts, tools and techniques; ability to effectively communicate, receive and interpret ideas, information, and needs.

Accuracy – understands the importance, necessity, and value of accuracy and attention to detail; ability to process information and tasks with a high level of accuracy.

Managing Priorities – ability to manage and prioritize multiple objectives, projects, and activities by executing superior time management skills.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
High school degree or equivalent required; or two years related experience and/or training; or equivalent combination of education and experience. Prior Banking experience preferred.

Language Skills
Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills
To perform this job successfully, an individual should have knowledge or capabilities of navigating web-based software and services such as INB's Digital Banking admin site as well competency in the Microsoft Office Suite of products such as Word, Excel, PowerPoint, and Outlook. Familiarity with Microsoft Access is desired.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions.

ADA Disclaimer: In developing this job description care was taken to include all competencies needed to successfully perform in this position. However, for American with Disabilities Act (ADA) purposes, the essential functions of the job may or may not have been described for purposes of ADA reasonable accommodation. All reasonable accommodation requests will be reviewed and evaluated on a case-by-case basis.

INB N.A. is committed to Equal Employment Opportunity with respect to recruitment, hiring, training, promotion, and other terms and conditions of employment. It is INB's policy to afford equal opportunity to all employees and applicants for employment without regard to race, creed, color, sex, sexual orientation, age, marital status, national origin, disability, religion, veteran status, or any other basis prohibited by law. The EEO Law poster is available here:

https://www.eeoc.gov/sites/default/files/migrated_files/employers/poster_screen_reader_optimized.pdf