



JOB TITLE: Retail Banking Lead -
Manhattan
FLSA STATUS: Non-exempt

Do you like a challenge? Do you want to work with dedicated community minded team members? Do you want to work for a community bank that is a leader in the markets we serve? If so, ESB Financial is looking for a dynamic Retail Banking Lead to join our Manhattan, Kansas Team.

PRIMARY PURPOSE OF JOB

The primary role is to consistently deliver exceptional service to our clients; striving to exceed our client's expectations in meeting their needs; performing a variety of duties in the financial center that are critical to the retail and operational functions of the bank. Collaborate in a Team environment of relationship building by possessing a positive attitude and embodying The ESB Way.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS - *Other duties may be assigned*

- Front line operations in assisting clients with their financial needs; including opening and closing accounts, tellering, balancing cash drawer, ATM, cash recycler, and vault, client and phone reception, answering questions about solutions and resolving the challenge. Pro-actively identifying and offering our solutions to better serve our clients; including opportunities to make loan, trust and investment referrals.
- Retail responsibilities to include a leadership role in identifying, developing, growing and nurturing deposit and cash management service relationships; while working intimately with the bank's Retail Banking Officer and Market President for support, analysis and calling efforts.
- Administrative responsibilities to include: Monitor retail bank activities to insure they are in compliance with established bank policies and procedures, and objectives; recommends changes to Retail Banking Officer. Lead general ledger balancing effort. In charge of scheduling and maintaining an appropriate level of coverage for the day-to-day operations of the bank. To direct and schedule resources needed to meet the paying and receiving needs of the bank. Administer performance evaluations; mentor and motivate Team members in leading them to reach individual and organizational goals.
- Embody The ESB Way in all aspects of work.
- Address challenges as opportunities; to improve our client's experience and in working with our Team members to continually improve our work environment and bank atmosphere.
- Continue to increase knowledge of financial solutions offered by ESB Financial.
- Proactively educate our clients/prospects about ESB's solutions.
- Proactively identify ESB's solutions that will benefit our clients/prospects and enthusiastically promote them.
- Take the initiative to make independent decisions to exceed client expectations within bank policy.
- Attend all required internal and external training; adhering to bank operations including security procedures and compliance with internal controls and audit requirements.
- Maintain a fun, professional work environment and business appearance and adhere to all personnel policies.
- Communicate all successes, challenges and ideas with detail/solutions to Retail Banking Officer and Market President.
- To be actively involved in community organizations and participate in bank promotions, encouraging a high level of Team morale.
- Sales Ability/Persuasiveness: Using appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea from prospects and clients.

KNOWLEDGE, SKILLS, AND ABILITIES

- Advanced attention to detail and ability to minimize errors in work.
- Advanced interpersonal and communication skills focused on excellent client service.
- Strong understanding of bank's products and services.
- Strong computer skills and basic knowledge of office equipment, such as 10-key skills, Microsoft Outlook.
- Proven knowledge of sales/persuasiveness techniques.
- Strong knowledge of math and financial calculations.
- Ability to demonstrate positive and helpful demeanor when working with the public.
- Ability to establish and maintain effective working relationships with staff.
- Willingness to perform other duties as assigned.

ORGANIZATIONAL CORE COMPETENCIES

Building Trust: *Interacting with others in a way that gives them confidence in one's intentions and those of the organization.*

Client Focus: *Ensuring that the client perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet clients' and own organization's needs.*

JOB SPECIFIC COMPETENCIES

Building Client Loyalty: *Effectively meeting client needs; building productive client relationships; taking responsibility for client satisfaction and loyalty.*

Engagement Readiness: *Demonstrating a willingness to commit to one's work and to invest one's time, talent, and best efforts in accomplishing organizational goals.*

Managing Work (includes Time Management): *Effectively managing one's time and resources to ensure that work is completed efficiently.*

Quality Orientation: *Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.*

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent required.
- Three years to five years of similar or related experience.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents & reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public in person or via a headset.				X
Sitting: Must be able to sit for long periods of time.	X			

Standing/Walking: Must be able to move about the work area.				X
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and check equipment.	X			
Lifting/Pulling/Pushing: Must be able to lift 25 pounds with or without reasonable assistance.			X	
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X
Reaching: Must be able to reach above shoulder.		X		

The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.

The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

We offer an excellent benefit package. Competitive salary based on education and prior work experience.

Hours of work: 40 hours week
Monday – Friday 8:00am – 5:00 pm
Occasional Saturdays 8:00am – 12:00pm
\$21.00 / hour
Full-Time/non-exempt

EOE/Veterans/Disabled

Please forward a resume to: humanresources@esbfinancial.com, and complete application located at www.esbfinancial.com.