

Job Title: Banking Specialist I

Department: GJ Deposit Operations

Reports To: Deposit Operations Leader

Status: Non-Exempt

Salary Range: \$32,300 - \$43,700

Date: 03/23

Who We Are

At Timberline Bank, our people are our most valuable asset. We seek qualified employees who enjoy people, are innovative, and who are eager to learn. We, in return, provide opportunities for personal advancement and professional growth. The driving force behind our dedication to providing a "Better, Faster, Easier. -Always." experience is the Timberline Team. From the moment you enter the building, we greet you as a person, not an account number-our belief in the value of exceeding customers' high expectations is what makes Timberline Bank a bank here for our community. Our commitment has been and always will be to provide high-quality personalized customer service. With the Timberline personal touch, the level of customer support is unparalleled. We want to support you and your financial well-being, whether through your personal or commercial needs. Each customer contributes to the success of our small business. TO US, IT IS PERSONAL.

What We Value

At Timberline Bank, the core of our culture is in the following values. We believe heavily in fulfilling each one of these to the highest degree. Our culture is the foundation of who we are as a team, and as a business.

1. Exceeding Customers' High Expectations
2. Empowering a Dedicated Team
3. Having Fun While Winning
4. Passionate About our Communities
5. Value Added Resource for our Customers (Trusted Advisor)

Position Summary

This position is responsible for providing quality customer service in processing customer transactions. Quality customer service includes accurate, efficient, courteous, and friendly transaction processing, cash handling, and greeting and engaging with customers. Adequate product knowledge is necessary to refer sales leads and to problem solve on an ongoing basis. The career progression is to move to a Banking Specialist II when efficient in all necessary skills as determined by supervisor.

Essential Duties and Responsibilities

- Provide quality customer service and greet customers promptly and courteously at all times.
- Primarily responsible for answering telephone calls with exceptional telephone etiquette.
- Process teller transactions accurately and efficiently.
- Meet the required standards established for cash handling and cash disbursement.
- Accurately meet policy requirements for teller drawer balancing.
- Maintain a calm demeanor during periods of high volume.
- Set up, maintain cleanliness of, and stock the coffee bar and make/serve coffee to customers and Bank visitors.
- Serve as the 1st floor kitchen monitor.
- Maintain and organize 1st floor storage/supply room.
- Responsible for branch supply orders for each department, inputting orders and delivering to proper departments upon arrival.
- Guide existing and prospective customers on live tours of our Timberline Bank Headquarters.
- Determine the customers' needs, offer solutions to meet those needs and problem solve on an ongoing basis.
- Assist customers with queries concerning Bank services.
- Follow established audit, security, and compliance guidelines.
- Represents Timberline Bank in a professional manner which includes a professional image, confidentiality, a positive "can-do" attitude, good attendance, punctuality, flexibility, and adaptability in meeting Bank and customer needs.
- Interact with other teams to collaborate and solve problems.
- Engage professionally in person, via email, and on the phone to assist with every customer's need or issue.
- Work independently and in a team environment to maximize productivity in a most efficient manner.
- Actively seek opportunities to contribute to teams outside immediate area of responsibility.
- Adhere to Timberline Bank's Core Values.
- Ability to meet goals for rocks as assigned by Deposit Operations Leader.
- Required to attend and actively participate in all Deposit Operations, Risk Management, and other trainings.
- Duties may be expanded on as experience and professional goals are achieved.

Knowledge, Skills, and Abilities

- High School Diploma or GED.
- Exceptional customer service skills.
- Knowledge of banking services and products to offer solutions to meet our customers' needs.
- Maintain a current knowledge of all regulations, including BSA, along with demonstrating a knowledge and understanding of the Bank's policies and procedures.
- Ability to use various office equipment and become proficient in computer software programs including Excel, Word, Power Point and Publisher.
- Ability to stand for an extended period of time, move to various locations promptly, and lift coin boxes (approx. 50 lbs.).
- Excellent verbal and written communication skills.
- Proven people, prioritization, and organizational skills.
- Team player with a strong, team-focused attitude.

Key Competencies

- **Be Thorough:** Ensure that work is completed thoroughly and correctly; prepare carefully for meetings and presentations and follow up with others to ensure that agreements and commitments have been fulfilled.
- **Establish and Maintain Personal Credibility:** Consistently model behavior that is perceived as responsible, reliable, and ethical.
- **Communicate Effectively:** Express oneself clearly in interactions with others, both verbally and in writing. Notice, interpret, and anticipate others' needs and concerns. Ensure that critical information is shared with those who should be kept informed.
- **Achieve Results:** Complete tasks on a timely basis and based on an understanding of the priorities.
- **Relationship Building:** Ability to effectively build relationships with customers, vendors, management, staff, etc.
- **Time Management:** Ability to effectively utilize available time for the completion of necessary job tasks.

****Pursuant to the Colorado Equal Pay for Equal Work Act and Equal Pay Transparency Rules, the salary range above represents the low and high end of the salary range for this position. Actual salaries will vary and may be above or below the range based on various factors including but not limited to location, experience, and performance. The range listed is just one component of the total compensation package for employees. Incentives based on Timberline Team goals may also be offered. In addition, Timberline Bank provides a variety of benefits to full time employees, including health insurance coverage, vision insurance, dental insurance, life and disability coverage, 401K plan, paid holidays and paid time off.**

Equal Employer Opportunity Statement

Timberline Bank prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

All job requirements in the job description provided indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job competently. Job descriptions are an overview of the duties, responsibilities, and requirements of the position. Employees may be required to perform other job-related assignments as requested.

OUR COMPANY ADHERES TO A POLICY OF EMPLOYMENT-AT-WILL, WHICH ALLOWS EITHER PARTY TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job function as outlined with or without any reasonable accommodations.

Signature: _____

Date: _____

