



POSITION DESCRIPTION

Functional Title: Treasury Management Support Specialist

Effective: January 2013

Reviewed: October 2015

Reports to: Manager of Treasury Management

Officer Title: N/A

Direct Reports to this Position: N/A

Exemption Status Based on FLSA: Exempt () Non-Exempt (X)

Summary of Job Responsibilities:

Maintains awareness, understanding and compliance with Guaranty Bank and Trust's "Code of Ethics", internal policies and procedures, laws and regulations, that are appropriate for his/her position.

Provide Treasury Management/Business Banking support to Commercial customers via telephone. Support the sales efforts of the department by answering questions for internal and external customers via telephone, email and fax. Perform necessary account maintenance and fulfillment as requested by the Treasury Management Sales staff and Management.

Essential Duties:

Employees are held accountable for all duties of the job. Individuals must be able to perform these duties with or without reasonable accommodations.

- Demonstrates core values and guiding principles as outlined in the Bank's identity statement.
- Ensures that all activities and work functions comply with compliance requirements as defined in company policies and procedures and state/federal laws and regulations.
- Responsible for the implementation and fulfillment of all Treasury Management Services
- Responsible for (limited)back up sales support functions including data gathering utilizing internal systems for Account Analysis/Relationship reviews, filling out customer agreements and implementation paperwork, (limited) product demos, customer training and assigned projects.
- Responsible for assisting customers regarding Treasury Management services. Including educating internal and external customers on product functionality and use, security protocol, questions and research of general banking and Treasury Services..
- Provides daily customer communication via telephone and internet as well as (limited) periodic face-to-face customer contact for Relationship Reviews, training or demos.
- Accurate and timely filing of documentation as required to support client implementation and service delivery.
- May provide assistance with Treasury Management billing in a backup capacity (as needed).
- Keeps management informed of all problems or issues associated with Treasury Services.
- Reviews all Online Banking and Treasury Management Product updates to be current and knowledgeable regarding the products and services offered.

- Identifies cross-sell opportunities for new and existing clients and refers to Treasury Management Sales.
- Responsible for reporting system inconsistencies to management and escalate issues timely and appropriately.
- Keeps management informed by submitting activity and result reports, such as daily call reports and weekly representative statistics.
- Maintains customer confidence and secure confidential information.
- Abides by the Policies and Procedures as defined.
- Contributes to team success by accomplishing related tasks as needed or as required.
- Serves as an active participant in establishing personal goals and departmental goals.

Non-Essential Duties: Performs other duties as assigned.

Required Qualifications [Knowledge (Education), Skills and Abilities (KSAs)]:

- 3 years financial institution experience in operational, customer service or sales support capacity.
- General understanding of financial banking principles.
- Knowledge of Treasury Management Products desired.
- Knowledge of personal computer functions, Microsoft Word, Outlook, PowerPoint and Excel.
- Ability to communicate effectively both verbally and in writing.
- Problem solving, logic and basic mathematical computation skills.

Preferred Qualifications:

- College graduate in related field or equivalent work experience in financial industry.
- Experience primarily in banking operations, bookkeeping, help desk, or telephone support (i.e. call center).
- Project management, customer service, training and technological skills preferred.

Types of Decisions: Decisions involve technical support, operational and customer issues.

Consequences of Errors: Possible loss of a customer resulting in dollar loss to the bank, incorrect information could result in bank loss, possible regulatory violations, and additional expenses to the bank to correct the errors.

Contact with Others: Extensive contact with customers, staff, vendors, and officers. Must maintain confidentiality of customer sensitive information.

Physical Requirements: 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have some form of transportation.
- Ability to sit for up to 7 hours daily.
- Ability to handle stress associated with frequent deadline and tight schedules.
- Ability to use personal computer and telephone.

The above statements are intended to describe the general nature and level of work being performed. This job description should not be construed to imply that these requirements (job responsibilities and KSAs) are the exclusive standards of the position. Incumbents may be required to follow other instructions, and to perform other duties, and obtain other KSAs that may be required of the position.

Job Matrix
Treasury Management Banking Support Specialist

	Level 1	Level 2	Level 3 (Senior)
Scope/Complexity of Work	Handles basic transactions	Transactions require moderate problem solving skills	Transactions require complex analysis
Customer Interaction	NA		Handles difficult customer interactions.
Directing Others	NA	Answers basic questions of less skilled workers	Assigns tasks; trains new hires; answers difficult questions
Knowledge	Basic general knowledge of assigned function; sound technical skills	Thorough knowledge of assigned functions; strong technical skills	Comprehensive to expert level of knowledge of assigned function; exceptional technical skills
Minimum Experience relating directly to position being performed	Less than 4 years	4 years	6 years