



## POSITION DESCRIPTION

<b>TITLE:</b>	Corporate Services Associate	<b>CATEGORY:</b>	Full-Time
<b>FLSA:</b>	Non-Exempt	<b>LOCATION:</b>	Joplin
<b>SEGMENT:</b>	Corporate Services	<b>REPORTS TO:</b>	Retail Manager
<b>SHIFT:</b>	Monday-Friday: 9:00 a.m.-6:00 p.m. Rotating Saturdays: 9:00 a.m.-12:00 p.m.	<b>DATE:</b>	April 1, 2025

### SUMMARY

The position of Corporate Services Associate is responsible for providing support and serving as a primary contact for clients, as well as providing support to the officers of the department. Assist with accepting retail and commercial checking and savings deposits, process loan payments, cashes checks and savings withdrawals.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

### ESSENTIAL DUTIES

- Learn all systems that accompany Corporate Services functions including:
  - ProfitStars
  - NetTeller Cash Management
  - FIS
  - iPay
- Become familiar with resources that provide expertise on Corporate Services functions including:
  - NACHA
  - EPCOR
  - Jack Henry Partner Portal
  - IntraFi
  - S&P Global
- Assist clients with account structure/restructure and prepare necessary paperwork needed to open depository relationships.
- Remote Deposit Capture installs and troubleshooting.
- Assist with department wires, stop payments, and other ongoing corporate client needs.
- Ensures that proper agreements are in proposal packets for signature.
- Department check orders.
- Department debit card orders.

- Become familiar and proficient with Corporate Services products, including:
  - Cash Management Online Banking
  - ACH Processes
  - Remote Deposit Capture Processes
  - Positive Pay & other fraud prevention tools
  - Account Analysis
  - Business iPay
  - RemitPlus
  
- Contribute to a positive team environment through the department, branch, and Bank.
  
- Treats people with respect, keeps commitments, Inspires the trust of others, works ethically and with integrity, upholds organizational values, and accepts responsibility for own actions.
  
- Demonstrates knowledge of and adherence to EEO policy, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes working environment free of harassment of any type, and builds a diverse workforce and supports affirmative action.
  
- Follows policies and procedures, completes administrative tasks correctly and on time, supports the Bank's goals and values, and benefits the Bank through outside activities.
  
- Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

## **SECONDARY DUTIES**

The position of Corporate Services Associate performs duties specific to the position and other functions as assigned including Teller duties.

## **SUPERVISOR RESPONSIBILITY**

The position of Corporate Services Associate is not responsible for the supervision of any employee(s).

## **ENVIRONMENT AND PHYSICAL ACTIVITY**

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 10-20 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular telephone, beeper, copy and fax machines, adding machine (calculator), check protector, microfilm equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, personal computer and related printers.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. 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.

## **MENTAL DEMANDS**

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks, and constant interruptions.

## MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or general education degree (GED), a Bachelor's degree from a four-year College or University, **or 2+** years of related experience and/or training, **or** the equivalent combination of education and experience. Work related experience should consist of business development or sales experience in the financial services industry. Educational experience, through in-house training sessions, formal school, or financial industry related curriculum.
- Intermediate knowledge of related State and Federal banking compliance regulations, Bank policies and procedures, and the Bank's products and services.
- Maintains an advanced knowledge of financial industry status and trends.
- Demonstrated ability to cross-sell and explain all Bank products and services with confidence and authority.
- Excellent organizational and time management skills, with the ability to provide leadership.
- Duties vary throughout the workday based on business and client needs, requiring the ability to multitask, be flexible, and continually re-prioritize.
- Basic skills in computer terminal and personal computer operation, mainframe computer system, word processing, spreadsheet and specialty software programs.
- Basic typing skills to meet production needs of the position.
- Intermediate math skills: ability to calculate interest, commissions, proportions, and percentages, balance accounts, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals, locate routine mathematical errors, compute rate, ratio and percent, including the drafting and interpretation of bar graphs.
- Exceptional verbal, written and interpersonal communication skills.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Ability to work with minimal or no supervision while performing duties.
- Current **STATE** driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

**Management reserves the right to change this position description at any time according to business needs.**

