



## Job Posting

<b>Position Title</b>	Concierge Banker
<b>Department / Location</b>	Austin / Westlake
<b>Salary</b>	Commensurate with Experience
<b>FLSA Status</b>	Exempt
<b>Posting Date</b>	10/4/2024

R Bank's foundation is our community, our customers, our employees, our shareholders, and our bankers. We are a locally owned and operated business with a value proposition of developing a high touch relationship with our customers while providing high-tech solutions to their financial needs. The technology that we employ allows us to provide a state-of-the-art banking experience in a relaxed environment.

### General Description / Purpose:

The Concierge Banker is a very unique position in banking and ultimately is responsible for being an extension of the branch for select high net worth business and personal clients. The position will serve as a direct point of contact for those clients alongside the account officer and is expected to be highly responsive with a focus on exceptional customer service.

### Company General Policy and Procedure:

The requirements listed below are representative of the knowledge, skill, and / or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competence of the employee in performing his or her job duties will be demonstrated, maintained, and improved on an ongoing basis.

The statements contained in this position description reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the position.

### General Duties and Responsibilities:

- Serve as the primary point of contact for select business and personal customers for all services typically provided by a banking center.
- Responsibilities will include, but are not limited to the following:
  - account opening and maintenance
  - online banking onboarding and assistance
  - wires / transfers

- debit card services
  - deposit pick up upon request
- Ensure the customer's banking experience is streamlined and simple
- Develop and maintain relationships with customers so that the service is personal and consistent.
- Assumes responsibility for the effective and efficient completion of any customer requests while working alongside the lending team, front line staff, treasury management staff, and other departments.
- Plays a role in leading as well as mentoring the Banking Center front line staff while ensuring that all banking center operations are conducted in accordance with all established Bank policies and with all legal and regulatory requirements.
- Helps ensure that training and development of retail staff occurs on Bank operational processes, policies, and procedures.
  - Pro-actively delivers cross training as necessary.
- Assists with ensuring monthly and quarterly audit requirements are met.
  - Provides periodic audit reports and responses to the appropriate team members in a timely manner.

**Required Knowledge, Skills, and Abilities:**

- Strong interpersonal skills
- Relationship management skills for key commercial, small business, and personal relationships.
- Understands the 'basics of banking'
- Strong decision-making skills - The ability to make sound, objective decisions considering the customer, the Bank, and the risk involved with any transaction.
- Flexible and adaptable; able to work under pressure and handle sensitive information in a confidential manner.
- High school diploma or equivalent, bachelor's degree preferred.
- At least 5 years' experience in a financial institution, with at least 2 years of Banking Center Manager experience preferred.
- Ability to pass background investigation and drug screen to the satisfaction of R Bank.

**Preferred Knowledge and Skills:**

- Exposure to treasury management services and clients.
- Ability to speak Spanish.

**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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel, or crouch. The employee must frequently lift and / or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

**Benefits Package:**

R Bank is committed to the success of our employees. We offer an attractive benefits package including Medical, Dental, Vision, Life, Disability, 401k, and EAP. You can learn more about R Bank and our services at [www.r.bank](http://www.r.bank).

**Apply:**

If you meet all of the minimum qualifications for this position and would like to apply, please email updated resume to [HumanResources@r.bank](mailto:HumanResources@r.bank) or you may upload via [www.r.bank](http://www.r.bank) .

**R Bank is subject to Executive Order 11246 and to the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA). It is the policy of R Bank to provide equal employment opportunity to all qualified applicants for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, veteran status, or disability.**