

Job Title: Business Services Relationship Manager

Department: Business Services
Reports to: EVP Business Services

Supervisory Responsibilities: None

Summary:

Actively looking for a highly energetic young professional who has an outgoing personality, is comfortable talking with individuals you do not know, has technical ability with PC's, understands and delivers excellent customer service, and thrives on being successful.

The candidate will be responsible for introducing business products and services to current business customers and prospective businesses that do not currently bank with PSB&T, understand how each business manages their banking needs, explain the benefits of services that may solve their need, and work within the Business Services team to setup and train each new product and answer customer questions. Additionally, the candidate will work closely with Regional Presidents, Commercial Loan Officers and branch employees in their regions to achieve the deposit and product growth objectives. The candidate must be a self-starter, have excellent verbal and written communication skills, is team oriented and goal driven.

Essential Duties and Responsibilities:

- Manage business relationships in the markets you are assigned (Central Illinois)
- Work with existing business customers to introduce products or services
- Contact businesses that do not currently bank with PSB&T to discuss their banking needs.
- Provide technical support to businesses to answer questions and resolve any issues that may arise.
- Achieve established sales goals
- Develop a Business Development plan to effectively meet your goals of growing new and existing customer relationships
- Work with Business Services team to provide a high level of professional service to meet the expectations of each business

Other Duties and Responsibilities:

- Maintains knowledge of external conditions including competition, demographics, and regulatory requirements to ensure client needs are met.
- Provides statistical analysis and initiates projects and processes to improve efficiency.

- Exercises judgment and discretion with respect to customer relations and resolving service issues that may arise.

Minimum Qualifications:

- Prefer a minimum 1 year of proven success with in-person selling or customer service
- Banking experience will be beneficial
- Professional appearance, verbal and written communication, time management and organizational skills
- Excellent presentation skills.
- Organizational and time management skills are important
- Working experience and knowledge of Microsoft Word, Excel and PowerPoint
- Ability to develop strong partnerships with associates, prospects and customers is essential.
- Bachelor's Degree Preferred

Compensation Package includes base salary, quarterly and annual incentive plan, 401k, insurance (health, dental and vision available).