

Benchmark Job Descriptions

For use in completing the Bank Cash and
Bank Executive Compensation and Benefits Survey Questionnaires

Benchmark Job Descriptions

Please use these Benchmark Position Descriptions to complete the survey's data input form. As a rule of thumb, when a position incumbent performs ***more than one-half*** of the responsibilities described in the benchmark description, a position match exists. Additionally, when an incumbent's responsibility is covered by more than one benchmark description, we recommend reporting the ***highest*** level of responsibility.

Benchmark Position Descriptions

EXECUTIVE

- 101 Chief Executive Officer**—Bank's top executive position. Responsible for the overall management of the bank. Establishes objectives, policies, and strategic plans. Job may be Chairman/CEO or President/ CEO. Although incumbent may have more than one title (i.e., President/CEO), report data for CEO salary only.
- 102 Chief Financial Officer**—Responsible for general supervision and management of the bank's financial plans and policies including planning, controlling, and directing the bank's accounting and financial reporting systems. Responsible for bank's attainment of optimal financial position. May direct bank capital investment activities.
- 103 Chief Operating Officer**—Directs, administers and coordinates the activities of the bank in accordance with the policies, goals and objectives established by the CEO and Board of Directors. Assists the CEO in the development of corporate bank operations, personnel, financial performance and growth. Usually the #2 or #3 position in the bank.
- 104 Subsidiary / Division President** – Top officer of a subsidiary institution or autonomous, multi-functional division. Establishes objectives, policies, and strategic plans to guide the subsidiary / division. If incumbent only directs one function of the institution (e.g., retail banking), report as functional head (e.g., 105: Head of Retail Banking).
- 105 Head of Retail Banking**—Responsible for the management, supervision and direction of the retail/consumer products and services division. Typically oversees customer service/new accounts, tellers, branch operations, personal/private banking and possibly marketing.
- 106 Head of Commercial Banking** – Responsible for the management, supervision and direction of all commercial lending activities. Develops and maintains commercial lending policies, procedures, and interest rate structures that are consistent with the Bank's overall objectives.
- 107 Head of Trust Department**—Responsible for the management, supervision, and direction of all trust activities, including the development of new trust business and development of trust investment policies and procedures to promote growth and profitability. Coordinates investment of trust assets and oversees reporting activities. In community banks, may call on prospective accounts and administer and manage trust accounts.
- 108 Head of Lending (Senior Lending Executive)**—Responsible for the management, supervision and direction of all loan activities. Supervises loan department managers. Ensures maximum overall profitability of bank's lending activities. Develops loan policies and objectives and is accountable for bank's entire loan portfolio. Also participates in business development activities. Usually the #2 or #3 position in the bank.
- 109 Chief Risk Officer** – responsible for managing the portfolio of risks throughout the institution. Sets risk appetite that is consistent with the Institution's overall business strategies. Approves credit risk, market risk and operational risk limits. Job may also be called Chief Credit Officer.
- 110 Head of Human Resources (Senior Human Resources Executive)**—Responsible for the supervision and management of the bank's human resources function. Directs the development and implementation of policies and guidelines. In charge of salary administration, employee benefits, payroll, EEO compliance, recruitment, training and development, and safety and health. Provides advice and guidance on the interpretation of personnel policies as they relate to individuals and to bank objectives. Oversees overall maintenance of personnel records and submission of required federal, state, and local reports relating to personnel matters.
- 111 Head of IT/Information Systems** – Administers and coordinates the information technology activities of the bank. As head of the IT area, develops and recommends objectives, policies, and procedures. Provides advice and guidance to employees who implement departmental objectives and programs.

- 112 **Head of Sales** – Plans, controls and directs activities of the sales force to attain maximum sales volume and develop maximum potential volume from all markets for the organization's products and/or services.
- 113 **Head of Marketing** – Plans and directs the marketing of the institution's services. Continually evaluates the timely adjustment of marketing strategy and plans to meet changing market and competitive conditions. Recommends changes in marketing philosophy and policy when such changes serve the best interests of the organization. Provides marketing advice and guidance to various operating units to ensure overall marketing effectiveness.
- 114 **Head of Investor Relations** –Maintains and improves relations and communications between the organization and its shareholders, the investing public, and other members of the financial community, including financial analysts and institutional investors, to increase the value and marketability of the organization's stock.

ACCOUNTING & FINANCE

- 201 **Controller** – Responsible for bank's financial records, reports, and accounting system. Maintains cash accounts, budgets, regulatory agency and government reports. Prepares reports for top management. Ensures that all bank accounting policies and procedures are in accordance with generally accepted accounting principles. May direct bank investment activities. If CFO is also Controller, report data for CFO only.
- 202 **Accountant**—Prepares financial statements and reports. Conducts research and analysis to provide management throughout the bank with definitive financial data. Makes recommendations for realizing profit objectives.
- 203 **Bank Investment Officer**—Manages the bank's cash flow. Determines bank's cash investment strategies. Tracks and monitors the bank's liquidity position and cash needs, etc.
- 204 **Supervisor, Accounting**—Exempt position. Directs supervision of assigned nonexempt employees in the accounting area with particular emphasis on work flow to meet time deadlines. Includes training staff, planning work schedules, recommending and implementing staffing needs, pay raises, etc. Ensures that all entries are accurate and that all transactions are properly recorded.
- 205 **Clerk II, Accounting**—Processes a variety of bank accounting transactions and may prepare a variety of financial reports and summaries. Reconciles bank accounts. Researches records to gather data for report preparation and performs related duties that require moderately complex clerical accounting skills.
- 206 **Clerk I, Accounting**—Performs a variety of financial and clerical duties in the areas of accounting, accounts payable, or auditing, including receiving, sorting and proofing accounting documents, posting totals to ledger accounts, reconciling accounts, etc. Entry level position.

AUDIT & LEGAL

- 301 Auditor (Senior Auditor)**—Responsible for overall internal bank audit program. Plans, schedules, directs audits of departments and branches, and prepares reports.
- 302 Compliance Officer**—Maintains bank's compliance. Monitors bank's operations to ensure compliance with state and Federal regulations.
- 303 Auditor, Staff/Assistant**—Reports to the Auditor. Performs duties and responsibilities as assigned in support of the internal audit function. Includes specific staff auditors such as Trust Auditors, EDP Auditors, etc.

LENDING

Loan Operations

- 402 Loan Operations Officer**—Has management responsibility for the day-to-day operation of all loan transactions and processing of all loan documentation and collateral. Position may be found in the lending or operations area.
- 403 Credit Analyst**—Exempt position. Conducts credit investigations and analyzes financial statements. Assists in the preparation of financial/credit information reports for presentation to loan officers or committees. Furnishes information in relation to credit inquiries. Provides assistance to loan officers as requested.

General Lending

(This area covers multiple areas of responsibility. For larger banks, see specific lending areas for closer job matches.)

- 404 Loan Officer II/Sr.**—Provides services to customers and prospective customers seeking all types of loans, often dealing in relatively large loans. Types of loans serviced include a combination of any of the following: student, home equity, agricultural, as well as commercial, consumer, installment and mortgage. Operates with substantial credit authority. May also be known as VP or SVP of Lending. Use this position only if officer's primary responsibility is servicing more than one loan area (e.g., Consumer, Commercial, and Mortgage Loans).
- 405 Loan Officer I**—Performs the same duties as Loan Officer II, but may have less experience. Operates with moderate credit authority. May also be known as AVP or VP of Lending.
- 406 Secretary, Loan**—Performs secretarial and administrative services for one or more loan areas. Typically has 2-3 years administrative/secretarial lending experience.
- 407 Clerk/Processor, Loan**—Performs a variety of clerical duties related to the processing, administration, and closing of existing loans in two or more of the following areas: consumer loan, installment loan, commercial loan, credit card, mortgage loan, student loan, home equity loan and agricultural loan. Sets up new accounts, orders credit reports, etc.

Mortgage/Real Estate Lending

- 408 Manager, Mortgage Loan Department (Sr. Mortgage/Real Estate Loan Executive)**—Has responsibility for the overall coordination of the bank's mortgage lending activities. Develops or approves mortgage lending policies and procedures. Reviews and approves mortgage applications exceeding staff authority. Develops interest rate structures. Provides subordinate officers with functional guidance.
- 409 Mortgage Loan Officer II/Sr.**—Originates conventional residential mortgage and FHA/VA loans, many of which involve large sums of money and/or important customers. Processes loan applications, including verifying credit references, preparing appropriate documentation. Coordinates collection efforts and participates in related business development activities. Operates with substantial credit authority. Reports to the Mortgage Loan Department Manager. May also be known as VP or SVP, Mortgage Loans.

- 410 Mortgage Loan Officer I**—Performs the same duties as Mortgage Loan Officer II, although may have less experience. Operates with moderate credit authority. May also be known as AVP or VP, Mortgage Loans.
- 411 Secretary, Mortgage Loan**—Performs secretarial and administrative services for one or more officers in the Mortgage Loan Department.
- 412 Clerk/Processor, Mortgage Loan**—Performs a variety of clerical duties related to the processing, administration and closing of mortgage loans. Sets up new accounts, may order credit reports, etc.

Commercial Lending

- 413 Manager, Commercial Loan Department (Sr. Commercial Loan Executive)**—Has responsibility for the overall coordination of the bank's commercial loan activities. Develops or approves commercial lending policies and interest rate structures. Makes credit decisions that exceed staff authority. Maintains customer relationships. Provides subordinate officers with functional guidance.
- 414 Commercial Loan Officer II/Sr.**—Makes and services a wide variety of secured and unsecured business loans or lines of credit, most of which involve large amounts of money and important customers. Ensures that applicable bank lending policies and practices are followed. Supervises account administration, credit extension and business development functions of subordinate commercial loan officers. Operates with substantial credit authority. Reports to Commercial Loan Department Manager. May also be known as VP or SVP, Commercial Loans.
- 415 Commercial Loan Officer I**—Performs the same duties as Commercial Loan Officer II, although may have less experience. Operates with moderate credit authority. May also be known as AVP or VP, Commercial Loans.
- 416 Secretary, Commercial Loan**—Performs secretarial and administrative services for one or more officers in the Commercial Loan Department.
- 417 Clerk/Processor, Commercial Loan**—Performs a variety of clerical duties related to the processing, administration and closing of commercial loans. Sets up new accounts, may order credit reports, etc.

Consumer/Installment Lending

- 418 Manager, Consumer Loan Department (Sr. Consumer/Installment Loan Executive)**—Has responsibility for the overall coordination of the bank's consumer/installment loan operations activities. Manages consumer loan portfolio. Develops, applies and reviews bank's consumer loan underwriting criteria. Approves and declines applications that exceed loan limits of subordinates. Provides subordinate officers with functional guidance.
- 419 Consumer Loan Officer II/Sr.**—Provides service to customers and prospective customers seeking all types of consumer loans, often dealing in relatively large loans or those involving more risk. Services provided may include vehicle loans, personal unsecured notes/lines of credit and loans secured by stocks, bonds, CDs, etc. May also do home improvement and home equity loans/lines of credit, student loans, credit cards, etc. Operates with substantial credit authority. Reports to Consumer/Installment Loan Department Manager. May also be known as VP or SVP, Consumer Loans.
- 420 Consumer Loan Officer I**—Performs the same duties as Consumer Loan Officer II although may have less experience and operates with moderate credit authority. May also be known as AVP or VP, Consumer Loans.
- 421 Consumer Loan Collections Officer**—Has responsibility for the day-to-day coordination of the collection of all volume accounts, notes, and bad checks.
- 422 Consumer Loan Collector**—This position is accountable for initiating, pursuing, and ensuring the prompt collection of direct and indirect installment loans from the installment loan and/or personal banking areas. Also receives and processes all garnishments and levies against customer accounts, and initiates action necessary to collect delinquent accounts.

- 423 Secretary, Consumer Loan**—Performs secretarial and administrative services for one or more officers in the Consumer/Installment Loan Department.
- 424 Clerk/Processor, Consumer Loan**—Performs a variety of clerical duties related to the processing, administration and closing of consumer/installment Loans. Sets up new accounts, may order credit reports, etc.

Card Center Services

- 425 Bank Card Center Manager**—Has responsibility for bank's credit card functions and ensures compliance with state and federal regulations. Manages, supervises and directs bank card activities in originations, servicing and collections. Manages the bank card portfolio and develops and reviews the card center's underwriting criteria.
- 426 Merchant Service Representative**—Performs a variety of credit card duties to service merchants and banks. Provides policy and procedure information. Processes new applications and coordinates setups. Establishes and maintains appropriate files and records. Initiates deposit preparation.
- 427 Customer Service Counselor**—Performs a broad variety of duties to service credit card customers. Provides information, resolves billing error/disputes, provides complete customer service, and closes accounts.

Loan Review/Lending

- 428 Loan Review Officer**—Has oversight responsibility for the loan review function. Responsible for early identification of loan problems, provides objective appraisal to management of impact of existing and potential loan problems, and ensures compliance with established loan policies.

OPERATIONS

- 501 Head of Operations**—Responsible for the management, supervision and direction of all operation activities. Ensures the duties and responsibilities assigned to the various department managers are carried out in an effective and cost-oriented manner. Typically oversees check processing, funds transfer, lockbox processing, float management, and loan operations. In smaller banks, may also be in charge of Personnel, IT, purchasing, tellers, and/or security, etc. May report to CAO.

Check Processing / Day 1

- 502 Supervisor, Check Processing**—Exempt position. Direct supervision of assigned nonexempt staff in the check processing areas (i.e., proof operator, sorter operator, clerks, etc.) with particular emphasis on workflow to meet time deadlines. Includes training staff, planning work schedules, recommending and implementing staffing needs, pay raises, etc. Responsible for investigating and adjusting problems with items processed. May also be known as Proof Supervisor, Transit/Sorter Operations Supervisor, etc.

- 503 Proof Operator**—Operates a proof machine. Encodes and balances customer transactions and departmental entries. Makes necessary adjustment on out of balance transactions. Prepares control documents and maintains logs and reports.
- 504 Clerk, Check Processing/Transit**—Performs a variety of clerical duties relating to check processing and transit functions. Performs recap reports, balances check processing input, prepares work for transit, etc. May prepare checks and other items for processing in the sorter machines. May also be known as Data Control Clerk.
- 505 Sorter Operator**—Operates a sorter. Sorts, captures and/or microfilms documents through the execution of preestablished software sort programs. Ensures correct sort pattern and control documents are used and all cutoff/shipment deadlines are met.

Reconciliation / Day 2

- 506 Supervisor, Operations (may also be called Bookkeeping)**—Exempt position. Direct supervision of assigned nonexempt staff in this area with particular emphasis on workflow to meet time deadlines. Includes training staff, planning work schedules, recommending and implementing staffing needs, pay raises, etc. Coordinates the section's activities with other areas of the bank. Handles the more involved problems and calls from dissatisfied customers.
- 507 Clerk II, Operations (may also be called Bookkeeping)**—Performs a variety of clerical duties in the operations department. Duties may include researching of bank and customer information and problem resolutions, including bank errors on all types of customer accounts, internal bank accounts and other financial institution accounts, processing exceptions, operating statement rendering machine, etc. May do exclusively adjustments, reconciling, etc., or a combination of activities. Handles more complex and difficult customer problems. Requires minimal supervision.
- 508 Clerk I, Operations (may also be called Bookkeeping)**—Performs same duties of an Operations Clerk II, but may have less experience. Requires direct supervision.
- 509 Clerk, File/Statement**—Performs any combination of the following routine clerical duties depending on area assigned: maintains customer account files by performing routine functions such as the filing, sorting and arranging of items; posts data to records; manually renders account statements; verifies statement balances; and investigates problem accounts, etc.

INFORMATION TECHNOLOGY

Systems

- 602 Systems Analyst**—Exempt position. Analyzes programming requirements and identifies conditions and criteria required to achieve desired results on computer equipment. Is responsible for describing the most effective and practical method of accomplishing the design objective by developing systems flow charts and performance and cost analysis information.
- 603 Network Manager**—Oversees and/or performs the installation, maintenance and monitoring of the organization's network and coordinates its updating, enhancement or expansion. Evaluates vendor hardware, software and telecommunications equipment and products. Acts as an internal resource for problems or unusual situations encountered with network hardware or software. Develops, recommends and implements network policies and standards, ensuring adherence to security and other procedures. Coordinates maintenance and repairs for PCs and peripherals.
- 604 Network Support Specialist**—Provides technical support to end users for both software and hardware problems. Verifies integrity of network via backups, virus scanning and security evaluations. Installs new PCs and related hardware, network software and other user applications. Responsible for software and hardware updates and upgrades required to keep network running effectively (patches, fixes, etc.). Assists in developing network policies and procedures.

- 605 Help Desk Specialist**—Responsible for providing in-house technical support for end users of the organization's mainframe and PC hardware and software. Troubleshoots questions and resolves problems regarding all aspects of the organization's information systems. Evaluates and researches user difficulties and identifies situations requiring referrals to appropriate internal or external technical, professional or service personnel for appropriate services, repairs, training and followup.
- 606 Webmaster**—Oversees the daily operations and ongoing development of all technical aspects of the organization's Internet (and Intranet) delivery channels. Oversees and creates web interfaces, design and infrastructure enhancements, site navigation and integration with other web-based applications (e.g., transactional banking site). Communicates, cooperates and provides advice and guidance to other website personnel as appropriate. Evaluates and recommends/authorizes purchases of vendor hardware and software and telecommunications equipment and products needed for website development and maintenance. Develops and/or implements measurement and analytical tools for management reporting on Internet initiatives.

Computer Operations

- 607 Supervisor, Computer Operations**—Exempt position. Direct supervision of assigned nonexempt computer operators with particular emphasis on workflow to meet time deadlines. Includes training staff, planning, work schedules, recommending and implementing staffing needs, pay raises, etc. Writes operator instructions for computer production and program test runs, monitors the operation of the computer system and reports equipment malfunctions to service representatives. May perform all the duties of a computer operator.
- 608 Computer Operator**—Performs duties to operate computer and peripheral equipment such as printers, tape and disk drives and teleprocessing equipment. Responsible for monitoring on-line processing and for running reports. Corrects error situations in recurring operating programs, maintains activity log, and performs minor preventive maintenance on equipment.

RETAIL BANKING

Branch Banking

- 702 Branch Administration Manager (Senior Branch Administration Executive)**—Responsible for the overall administration and coordination of activities for the entire branch office system, including facilities management and security. Directs the activities of branch managers who are responsible for the operation, profitability, and image of branch banking centers. Ensures local branch policies are in conformance with overall bank policies. In community banks, may report to Head of Retail Banking.
- 703 Manager II**—Responsible for the efficient, effective management of a branch banking center, ensuring that established policies and procedures are followed. Typical areas of responsibility may include operations, retail banking, trust, lending, etc. Manages a branch with more than 10 full time employees.
- 704 Branch Manager I**—Performs the same duties as Branch Manager II, although may have less experience. Manages a branch with 10 or fewer full time employees.
- 705 Assistant Branch Manager II**—Reports to the branch manager and assists in the operation of the branch banking center. Specific operational and customer relation activities are delegated by the branch manager, including direct supervision of the banking center's day-to-day operations. Assumes responsibility for the banking center in the absence of the branch manager. Branch has more than 10 full time employees.
- 706 Assistant Branch Manager I**—Performs the same duties as Assistant Branch Manager II, although may have less experience. Branch has 10 or fewer full time employees.

Customer Service

- 707 Manager, Retail Banking Department**—Has management responsibility for the overall operation of a department or unit within the retail banking division such as customer service/new accounts, personal/private banking, etc. with responsibility for results in terms of costs, methods and personnel. This includes planning assigned staff's work schedules, and recommending and implementing staffing needs, pay raises, etc. May also be known as Supervisor of CSR, Supervisor of Personal/Private Banking, etc.
- 708 Personal/Private Banker**—Provides a full range of banking services to individual customers with emphasis on personal financial counseling, lending and customer service. Typically has more responsibility than a Customer Service Representative, such as having loan authority, assisting in financial planning, etc. Two to three years of experience.
- 709 Customer Service Representative, Sr.**—In addition to Customer Service Representative duties, assists Customer Service Representatives in the efficient handling of customer needs. Reviews and checks their work and assists in the resolution of problems. This is a "lead" position typically requiring two to three years of experience. May also be known as Senior New Accounts Representative or Senior Platform Assistant.
- 710 Customer Service Representative**—Performs a broad variety of duties to service customers on the banking floor and to promote and cross-sell bank services. Requires one to two years of experience. May also be known as New Accounts Representative or Platform Assistant.
- 711 Clerk, Safe Deposit**—Performs a variety of duties pertaining to servicing safe-deposit vault customers and maintaining appropriate records for the area. Performs related customer services and routine clerical duties.

Teller Operations

- 712 Supervisor, Teller Operations**—Exempt position. Direct supervision of assigned nonexempt tellers, with particular emphasis on work flow to meet time deadlines. Includes training staff, planning work schedules, recommending and implementing staffing needs, pay raises, etc. In some banks, may also be known as Assistant Cashier.
- 713 Teller, Head**—In addition to teller duties, assists tellers in the efficient handling of customer needs. Reviewing and checking the work of other tellers and assisting in the resolution of other teller problems. This is a "lead" position, typically requiring two to three years of experience.
- 714 Teller II**—Provides customer service, processing both business and individual banking transactions. Manages a cash fund. Cross-sells bank services and may open new accounts. Requires one to two years of experience and minimal supervision.
- 715 Teller I**—Performs same duties of a more experienced Teller II, but requires more supervision. Normally has less than one year of experience.
- 716 Teller, ATM**—Performs the daily balancing and restocking of automated teller machines (ATMs).
- 717 Teller, Note/Loan**—Accepts payments and services primarily for commercial and installment loan accounts. May also accept real estate payments and services. Maintains records, prepares reports, and computes interest on loans.
- 718 Teller, Vault**—Performs a variety of duties in filling coin and currency orders for branches, correspondent banks, and corporate customers.
- 719 Teller, Part-Time**—Performs any teller duties, working on a part-time basis. (Please report hourly part-time wages.)

Call Center

- 720 Call Center Supervisor**—Responsible for the day-to-day operations of a unit. Plans, directs, supervises and evaluates work flow. Coordinates activities to achieve required volume. May monitor staff performance. Approves special price concessions, quotes, bid allowances, or adjustments.
- 721 Sales Specialist Telebanker**—Receives and places phone calls to promote and sell products/services. Requires knowledge of a broad range of products/services. Supports targeted sales campaigns. May handle some customer service inquiries/problems. Two to three years of experience.
- 722 Customer Service Telebanker**—Receives and responds to customer service inquiries and problems via phone. May promote and sell products/services. Researches problems and documents processes to correct them. Enters information into computer for tracking purposes. Requires knowledge of a limited range of products/services. One to two years of experience

TRUST

Trust Department

- 802 Personal Trust Officer II/Sr.**—Responsible for the administration of specific accounts. Usually serves as primary customer contact for the accounts, resolves problems, responds to inquiries, and performs various noninvestment services for customers and beneficiaries. May go on sales calls. Reports to Trust Department Manager or, if no such position, Head of Trust. May also be called AVP or VP of Trust.
- 803 Personal Trust Officer I/Jr.**—Same duties as Personal Trust Officer II/Sr., but has less experience and responsibility. May also be called Officer or AVP of Trust.
- 804 Corporate Trust Officer**—Responsible for the administration of the services performed by the bank for corporations, partnerships, associations, and other institutions. Actively participates in new business development. Reports to Trust Department Manager or, if no such position, Head of Trust. May also be called AVP or VP of Trust.

Trust Operations

- 805 Manager, Trust Operations**—Responsible for the management and overall coordination of all of the bank's trust operations activities. Typically reports to Head of Trust.
- 806 Clerk, Trust Operations**—Performs various clerical duties relating to the processing and administration of trust accounts. Balances reports, handles dividends and disbursements, maintains documentation records, etc.

HUMAN RESOURCES / PERSONNEL

- 902 Human Resources Director**—Reports to Head of Human Resources. Responsible for developing, recommending, and implementing policies and programs for a combination of major human resources functions, such as training, management development, employee relations, affirmative action, benefits administration, and compensation.
- 903 Human Resources Assistant**—Performs various duties relating to the bank's human resources programs. Duties may include handling benefits, payroll, insurance, pre-screening of applicants, etc.
- 904 Training Director**—Responsible for the planning and implementation of a variety of training programs typically including orientation and general instructional sessions for clerical and supervisory personnel. Evaluates external bank training. May have responsibility for the bank's management trainee program.

MARKETING

- 925 Director of Marketing (Senior Marketing Executive)**—Responsible for the management of the marketing function, including the coordination of outside vendor services. Develops and administers marketing policies regarding business development, advertising and public relations for the entire bank. Assists in formulating bank's marketing and sales objectives.
- 926 Marketing Coordinator**—Performs various duties in providing administrative support to the marketing department.
- 927 Business Development Officer**—Responsible for retaining and expanding existing customer relationships and acquiring new customers. Communicates directly with and represents the bank to current and prospective customers. This position may also be found in the lending area.

ADMINISTRATIVE SERVICES

- 950 Manager, Purchasing**—Responsible for controlling and overseeing the bank's purchasing/distribution system. Reviews the material needs of the bank and maintains contact with vendor and sales representatives to obtain the most favorable price for products meeting bank specifications. Ensures that materials are received, stored, and distributed according to established policies and procedures.
- 951 Manager, Facilities**—Responsible for maintenance of buildings and grounds. Direct supervision of Maintenance Service Worker and Custodian. May supervise the activities of the mail room and messengers/couriers.
- 952 Maintenance Service Worker**—Performs a variety of general maintenance and repair duties throughout the bank. Receives requests for errand services and may assist in the bank's mail room functions. Reports to the Facilities Manager.
- 953 Custodian**—Performs general custodial duties, such as vacuuming floors, dusting and removing trash from banking facilities. Reports to the Facilities Manager.
- 954 Messenger/Courier**—Delivers and picks up mail, securities, legal documents, packages, and internal correspondence and documents from various bank sites.

OFFICE SERVICES

- 975 Administrative Assistant**—Provides administrative and some secretarial support for a higher-level executive. Assumes administrative responsibility for projects that may be complex and/or involve bank-wide impact and confidential issues. Requires minimal supervision. Generally has 3-4 years experience as an executive secretary.
- 976 Secretary, Executive**—Provides administrative and secretarial support to senior management. With minimal supervision, handles projects that typically may be complex and/or confidential in nature. Generally has 2-4 of years of secretarial experience.
- 977 Secretary, Multi-Purpose/Utility**—Performs general secretarial, clerical, and administrative services for one or more persons. May act as a pool secretary for several departments.
- 978 Clerk**—Performs various bank-wide clerical duties such as typing, filing, recording, and processing paperwork. Generally an entry level position.
- 979 Clerk, Mail**—Performs a variety of duties in the processing of incoming, outgoing, and internal mail, as well as special mail services.
- 980 Word Processing Operator**—Operates a computerized word processing system to produce letters, reports, forms, and other printed documents.
- 981 Switchboard/Telephone Operator**—Operates the bank's switchboard. Responsible for answering incoming calls and connecting them appropriately. Performs miscellaneous clerical duties as needed.
- 982 Receptionist/Typist**—Greets and provides information to customers. Performs a variety of clerical duties such as typing, sorting, and preparing bank mailings. May relieve Switchboard Operator and Safe Deposit Clerk for lunches and breaks.