

Florida Capital Bank Job Description

Job Title: Manager, HOA Banking
Department: Electronic Banking
Reports To: Managing Director, Banking
FLSA Status: Exempt
Date: February 2019

Summary:

Develop and manage national HOA banking strategy. Work with both primary and third party resources to garner new business in payment processing and record keeping. Work closely with the partner, CPI, Inc. Develop both fees and deposits. Support Electronic Banking profitability goals by providing outstanding customer service to clients with a focus on customer development and retention. Responsible and accountable for generating name recognition in the business, functioning as brand ambassador for the market. Handle customer transactions and inquiries as needed. Learn and adhere to all regulatory guidelines.

Essential Functions and Responsibilities

Establish, retain and deepen relationships with customers through quality conversation and courteous and professional treatment during all service interactions. Manage all aspects of HOA relationships.

Fulfill all customer service needs via phone or email or by visiting the office of the client. Cross-sell to current customers by growing relationships and learning their needs, and make referrals of additional products and services to appropriate business partner. Ask our clients to give referrals of other businesses who they believe would like to learn about our financial services.

As brand ambassador, network to improve the presence and reputation of the brand and company; this includes attending local community events, chamber functions, association meetings, and community service opportunities. Attend trade shows and conventions to network for new customers.

Comply with all FLCB policies and procedures including BSA and Regulatory requirements. Complete all required training.

Provide best-in-class service to our customers with innovative and creative solutions and interacts with fellow employees in a manner that promotes teamwork and professionalism. Represent Florida Capital Bank as a respected business professional.

Perform other duties as assigned, including special projects.

Qualifications/Required Skills:

Bachelor's degree from 4-year college or university in Finance/Business or Marketing or other related area of study; or equivalent combination of education and work experience.

Strong communication skills and networking ability required; must be comfortable approaching business professionals to promote the bank and grow relationships.

Must have desire to work with customers and clients in the financial services arena, and the ability to follow-up proactively with customers and prospects.

Must be sales and service focused team player, with strong organizational skills.

Significant travel required.

Desired Skills:

2 years experience in HOA banking strongly preferred

Knowledge of banking deposit rules and regulations

Language Ability:

Ability to read, analyze, and interpret complex documents. Ability to respond effectively to sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentations.

Math Ability:

Ability to add, subtract, multiply, and divide. Ability to calculate figures and amounts such as discounts and interest.

Reasoning Ability:

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.

Computer Skills:

Requires knowledge of spreadsheet software, and Microsoft Office programs.

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 walk, sit, talk, hear, and drive. The employee is frequently required to stoop, kneel, or crouch; use hands and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision. This position requires the physical stamina for traveling to the offices of customers and prospects. Traveling to restaurants to entertain clients or to business meeting venues is common. Before and/or after hours or weekend event attendance is required; approximate frequency is once per week.

This job description is not an employment agreement or contract, and has no effect on the Bank's employment at will policy. Management has the exclusive right to alter the scope of the work contained in this job description at any time without prior notice.

I can perform the essential duties and I accept the job responsibilities as outlined in this job description.

Employee Signature: _____ Date: _____