



TITLE: Administrative Assistant
REPORTS TO: Commercial Banking Team Leader
FLSA: Non-Exempt
CATEGORY: Full Time
SHIFT: Monday – Friday 8:30am – 5:30pm
MEAL/BREAKS: One (1) paid 15 minute break per four (4) hours worked and one (1) unpaid sixty (60) minute meal break for shifts over 6 hours.

SUMMARY

The Administrative Assistant reports to the Commercial Banking Team Leader and provides administrative support to Officers and Staff. Provides reception coverage and ensures callers are directed to the appropriate staff member. Assumes responsibility and is accountable for adherence to Bank policies and procedures, as well as all applicable state and federal laws and regulations pertaining to banking.

ESSENTIAL DUTIES

Administrative Support Advisors & Associates

1. Provide excellent personal customer service to all internal and external clients by treating people with respect; keeping commitments; inspiring the trust of others; working ethically and with integrity; upholding organizational values; and accepting responsibility for own actions.
2. Provides support by maintaining the Corporate Calendars, making travel arrangements, and copying, scanning and faxing for the lending group as needed. Compiles the expense report for the CLO
3. Monitors and maintains Bank supply inventories in a cost effective manner. Places orders for supplies with approved vendors and within limits established by management.
4. Processes the daily incoming mail. This includes opening, sorting and delivery to each department.
5. Operates computer terminal or personal computer to research and compile various reports using data base queries and other resources such as spreadsheets.
6. Reviews general ledger data combined with appropriate support documentation to make entries to the general ledger system and/or to reconcile assigned general ledger accounts.
7. Manages Bank's Board/Community Room. Ensures that the room is clean and ready for meetings. Includes ordering refreshments and lunch when required by meeting coordinators and ensuring that the refrigerator is filled with drinks and that appropriate supplies are available for meetings.
8. Is the secondary contact for Bank maintenance requests, contacting property manager or vendors as needed, seeking approval of management when warranted.
9. Assumes responsibility for special projects; gathers data and prepares reports for management, audits and other personnel.
10. Ensures that the Kitchen in Suite 3 is clean and tidy and that appropriate supplies are on hand. Keeps the beverage refrigerator in the basement stocked with drinks and orders new supplies when necessary.

11. Ensures all related paper file systems are maintained so that necessary documents can be found easily, and documentation is consistent and complete.

Reception

1. Answers 6-line phone system and greets visitors directing them to appropriate staff colleagues to ensure they receive the highest level of customer service.
2. Provides direct customer service by answering a variety of questions in regard to accounts: e.g., account balances, transfers, change orders, stop payments, etc.
3. Responds to inquiries or refers inquiries to the appropriate department or person, and exhibiting the necessary follow-through with clients and/or colleagues involved.
4. Screens, sorts and distributes incoming mail and prepares outgoing mail and overnight deliveries.

SECONDARY DUTIES

1. Completes assigned Compliance Training. Maintains compliance with Bank's BSA/AML policies and procedures.
2. Participates in various internal committees assigned by senior management.
3. Inspects and tests AED machines monthly.

GENERAL

1. Provides excellent personal customer service to all internal and external clients.
2. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
3. Follows policies and procedures; completes administrative tasks correctly and on time; contributes to the overall profitability of the Bank through cost controls and expense monitoring.
4. Applies good judgment in decision making and sees beyond immediate assignments and acts on opportunities and problem areas.
5. Performs position safely, without endangering the health or safety to themselves or others and reports potentially unsafe conditions.
6. Works according to established schedules, arriving on time and with a positive attitude.
7. Supports the Bank's goals and values; benefits the Bank through outside activities.
8. Any other duties as defined by management.

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.

1. High School Diploma or equivalent and minimum of two (2) years administrative support in a professional work environment. Experience with banking, finance, or accounting preferred.
2. Exceptional verbal, written, and interpersonal communication skills with the ability: to apply common sense to carry out instructions; write reports, correspondence, and procedures;

and speak clearly to clients, colleagues, directors, and shareholders.

3. Intermediate computer operation skills; scheduling, word processing, spreadsheet, presentation and specialty software programs.
4. Intermediate keyboarding skills to meet production needs of the position.
5. Excellent organizational and time management skills.
6. Ability to read, analyze, and interpret business periodicals, professional journals, and technical procedures.
7. Ability to deal with semi-complex problems involving multiple facets and variables in non-standardized situations.
8. Ability to work with minimal supervision while performing assigned duties and to handle confidential information with discretion.

ACKNOWLEDGEMENT

I have reviewed the above job description and acknowledge that I am able to perform the duties and responsibilities described herein. Summit Bank reserves the right to update job descriptions periodically. I acknowledge that this job description does not in any way create a contractual relationship, and does not alter Summit Bank's at-will employment relationship with me.

Employee Signature

Date