

Position: Vice President, Relationship Banking Officer

Location: Greater Portland

Type: Full Time

**Summary:**

The Relationship Banking Officer (RBO) is responsible for developing new business and client relationships by performing a variety of tasks and functions related to the sales and marketing of Bank products, primarily focusing on deposits and lending opportunities. This role has a well-developed understanding of the Bank's deposit and loan products to provide a full range of banking services, proper guidance, and referral. The RBO builds and manages a portfolio of clients with the highest level of care and integrity. Works with a cohort of professional commercial bankers.

**Sales/Marketing:** Performs various duties and functions that promote/close sales in order to meet individual and Bank sales goals.

- Identify new deposit and lending opportunities, bringing deposit business to the Bank in the form of new clients and referring lending opportunities to a Commercial Banking Officer.
- Analyze and ensure banking and treasury solutions meet client needs.
- Generate and manage a deposit portfolio of clients.
- Formalize a strong network of referral sources and create ways to enhance those relationships to cultivate business leads.
- Actively participate in community, nonprofit, and client/prospect networking events as appropriate.
- Work in concert with the Commercial Banking Officers to create a team approach to each client relationship, based on lending need.
- Other duties as assigned.

**Customer Service:** Ensures and provides superior customer service. Establishes rapport and professional relationships with customers using effective communication skills in order to retain customers and establish new business.

- Develop and manage new and existing business relationships.
- Act as the deposit/treasury relationship manager to coordinate client service and product delivery, specialized training, and cross training to maximize the client experience.
- Strives to provide the highest level of customer service possible by meeting with customers at their convenience and responding to their needs in a professional, courteous, and timely manner.
- Discerns client needs, best product match, and advises client about products and services that are available.
- Significantly contribute to new relationship growth through personal initiative.
- Other duties as assigned.