

Treasury Management Officer

Summary

Northwest Bank serves the business and professional communities of Idaho, Oregon and Washington. We were founded in 2008 on the idea that experience and exceptional service matter and should be expected, and that banks should be strong partners with their customers in finding creative financial solutions that work.

To achieve that goal, we need great Relationship Managers on our team. People who share that vision and our values, who know their customers and work hard for their benefit, and lead the whole team to deliver successful financial solutions.

About this Position:

As a primary leader of the bank's treasury management and deposit culture, the Treasury Management Officer (TMO), assists team members with complex deposit account relationships. The TMO utilizes an in-depth knowledge of banking products, develops and customizes a customer relationship proposal based on customer needs and current financial structure.

The TMO is responsible for supporting the bank's customer service model by providing exceptional customer service, maintaining quality relations with existing customers, recognizing cross-selling opportunities and providing support to Relationship Managers (RMs) and Customer Service Managers (CSMs). This person is responsible for the oversight of a portion of the bank's daily operations as well as division deposit and non-interest income goals. They lead external and internal new business generation efforts; coach and mentor CSM for internal development.

Are you right for this position? Being a great Treasury Management Officer means providing the Bank's customers with timely, responsive and exceptional service in accordance with the Bank's mission, vision, core values and customer service standards.

Do you have the experience and know-how to creatively develop and expand customer relationships?

- Develop, implement and monitor relationship building and prospect call strategies that enable the achievement of the Bank's planned growth in deposits, fees, and other non-interest income; meet and exceed specific, individual and team goals.
- Invite other areas of the Bank to participate in the calling process to ensure that the client's complete banking needs are being considered
- Provide treasury management consultation to customers, CSMs and RMs in order to facilitate depository services for business customers
- Assist in pricing and negotiation of treasury management products to optimize relationship profitability
- Assist in customer reviews of treasury management services; perform on-site reviews

Can you effectively develop and lead a team to meet high standards by example and through coaching?

- Responsible for hiring quality personnel and appraising their performance
- Oversee day-to-day treasury management operations, including; compliance monitoring, training, review of transactions, new accounts, closed accounts, customer online banking services including; ACH, Remote Deposit Capture, and Wire Transfer; ensure proper documentation is obtained and system input is accurate
- Educate and train treasury management customers in the risks and requirements of treasury management services
- Provide direct assistance to a portfolio of customers via telephone, in person, and at the customers' place of business with the implementation and set-up of treasury management services
- Assist CSMs and RMs in the analysis and evaluation of potential treasury management solutions and services; leading the joint consultation process; assist in pricing and negotiation of treasury management products and services
- Work with CSMs and RMs to assess the risk associated with potential solutions

Can you effectively support the bank's long term strategy and contribute to the team's sales culture?

- Investigate and analyze new treasury management products, services, and core system modules and forward recommendations to Market President or appropriate committee
- Maintain a thorough knowledge of bank policies and procedures, as well as keeps up-to-date on any current changes and communicates those changes to staff
- Support the Bank's sales culture and recognize cross-selling opportunities for bank products and services, and continually reinforces the Bank's sales culture with staff

Minimum Qualifications

- Relevant Bachelor's degree or 4-6 years of equivalent work experience
- Ability to lead employees in accordance with the bank's policies and applicable laws
- Time management, problem solving, and project management skills
- Communication and interpersonal skills
- Basic math skills
- In-depth knowledge of deposit products and services
- Thorough knowledge of deposit policies and procedures
- Computer skills including Windows-based software, word processing and spreadsheet applications, internet usage, electronic mail, and bank software
- Effective oral and written communication skills
- Ability to organize and prioritize tasks at an individual level under a variety of conditions and constraints with minimal guidance

If this sounds like the right position for you, please send a cover letter and resume to heidi.wiencken@northwest-bank.com.