



SVP, Retail Banking

First Resource Bank, headquartered in Exton PA and voted one of the Best Places to Work for five (5) years in a row, is looking for a Bank Accountant.

The Senior Vice President, Retail Banking is an experienced leader in the banking industry, capable of building an army of raving fans among employees, customers, and prospects. They are responsible for the overall Customer Experience at First Resource Bank. They achieve operational excellence across all service channels, grow deposit dollars, push limits, inspire the best out of people, and serve others. This person is an effective mentor and coach to employees, prioritizing career fulfillment and development. They are knowledgeable in all areas of Retail Operations and can readily advise people on best practices. They cultivate inter-departmental collegiality so that productivity and innovation remain at the forefront of all collaborations. This person is a seasoned business developer. Deposits grow steadily because they align all the Retail Team's behaviors towards achieving and exceeding deposit growth goals. They are widely recognizable within the community and are an accessible resource for the people in it.

Primary duties include, but not limited to:

- Oversees the three fundamental areas of Retail Banking: Branch Operations, Cash Management, and Business Development
- Collaborates closely with members of the Executive Team and the Board of Directors to develop and continuously evolve the Bank's strategic vision
- Promotes and represents the Bank at all times in alignment with the Bank's strategic vision and company values
- Participates in community events and business development activities, at times speaking on behalf of the Bank
- Develops, communicates, and coordinates all customer service and sales objectives, goals, and key performance indicators in alignment with the Bank's strategic vision and overall deposit growth goals
- Develops and continuously nurtures a robust sales program and culture
- Meets or exceeds the Bank's deposit growth goals with a special focus on booking of non-interest-bearing deposits and low-interest-bearing deposits to strengthen profitability
- Develops and updates written procedures for all Retail processes to mitigate executional risk
- Develops and utilizes measurement tools to track performance results
- Generates strategic reports and mines information within those reports for internal and external growth opportunities
- Monitors trends within the market and make suggestions to ensure we offer competitive rates, products, and services
- Plays a prominent role in the development, vetting, and implementation of innovative products, services, policies, and procedures
- Continuously implements both modest and radical improvements to existing products, services, policies, and procedures
- Manages and ensures the operational excellence of the Branch Operations, Cash Management, and Business Development areas in compliance with all federal and state banking regulations, with a priority focus on our Customer Identification Program (CIP), Bank Secrecy Act/Anti-Money Laundering (BSA/AML), and Office of Foreign Assets Control (OFAC) policies and procedures
 - The Branch Operations area includes but is not limited to: Customer Experience, Account Openings, Account Maintenance, Account Transactions, Cash Handling, and Staffing
 - The Cash Management area includes but is not limited to: Online ACH Origination, Wire Origination, FRed (First Resource Easy Deposit) Check Scanners, and Positive Pay
 - The Business Development area includes but is not limited to: Deposit Growth, Community Involvement, Networking, Prospecting, Employee Product & Service

Knowledge, Customer Onboarding, Customer Retention, FRan (First Resource Accountholder Network)

- Collaborates closely with the Marketing Director to ensure that our marketing efforts and the customer experience are in sync with each other and to ensure adequate Bank representation at promotional events
- Collaborates closely with colleagues in other departments to ensure and improve upon the continuity of procedures, initiatives, and the overall customer experience
- Cultivates a Raving Fan experience for employees and customers
- Develops and executes a methodical training program for new hires with a particular focus on explaining the “why” behind each written policy, procedure, and initiative
- Prepares monthly and quarterly Board Reports
- Represents the Retail Team at Executive and Board Meetings upon request
- Readily and proficiently serves, mentors, supports, and fills in for the Retail Team Members to ensure we are serving our client base to the highest standard of excellence
- Manages the entire life cycle of a Retail Team Member’s employment including but not limited to: talent acquisition, employee onboarding, career development, progressive action plans, promotions, resignations, terminations
 - Identifies above and beyond employee performances and makes time to acknowledge and applaud them
 - Identifies shortcomings in employee performances, teaches them how to do better, and develops action plans for which they hold the employee accountable
- Develops succession plans; ensures one or more back-ups can effectively execute the expectations of each position
- Questions status quo and advocates for continuous positive change
- Other duties as required.

Skills / Requirements:

- High school diploma or equivalent
- 5+ years of banking leadership experience required
- 10+ years of business banking experience required
- 10+ years of customer service experience required
- Oversees the professional and career development of all Retail employees
- Oversees the execution of all policies, procedures and initiatives performed by the Retail Team
- Responsible for writing and communicating performance reviews, employee warnings, and progressive action plans for improvement
- Provides exception approvals within the limits of our policies and procedures
- Hands-on, upbeat, egoless leadership style
- Detail orientation
- Public speaking skills
- Proficient written and verbal communication
- Knowledge of banking industry standards and best practices
- ROI and data analysis skills
- Business intelligence skills
- Ability to make sound judgement calls spontaneously
- Ability to develop, communicate and manage plans of action
- Ability to coach successful behaviors
- Flexible schedule and ability to travel
- Proficient in Microsoft office products, particularly Excel and Word
- Experience with Jack Henry and Profit stars systems is preferred
- Active volunteerism in the community is preferred

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Ability to travel frequently among various locations
- Ability to lift up to 50lbs

At First Resource, you will enjoy an incredible family-style, community-focused atmosphere. Our excellent benefit package reflects the respect and appreciation we have for our team members. Because we are rapidly growing, there are many opportunities for advancement.

We offer:

- Excellent annual compensation commensurate with experience
- Health, dental, vision, short- and long-term disability and life insurance
- Enrollment in 401K plan with company contribution (after 6 months of service)
- Optional enrollment in ESPP stock plan (after 6 months of service)
- Paid time off
- Additional days off for Federal Holidays

First Resource Bank is an Equal Opportunity Employer

Send resume, cover letter and salary requirements to HR@FirstResourceBank.com to apply