



Job Posting Senior Client Support Specialist

We are searching for dynamic and highly motivated individual to fill our full-time **Senior Client Support Specialist** role at our McFarland location. Qualified candidates interested in working at a growing community bank should submit their cover letter and resume or application by email to:

Talent at careers@onecommunity.bank

A modern, progressive and forward-leaning bank focused on serving our clients, supporting our colleagues and investing in our communities. The one bank that's different from other banks. We began as a single location serving the Oregon, Wisconsin, community back in 1976. Since then, **One Community Bank** has grown to serve 10 locations in Oregon, Adams, Grand Marsh, McFarland, Middleton, Oxford, Stoughton, Sun Prairie, and Waunakee. Come grow with One Community Bank! **We have been voted Best Place to Work four years in a row!**

Essential Duties and Responsibilities include the following:

- Respond to client's inquires by phone, email or on-line chat relating to all deposit, safe deposit, loan, debit card accounts, online and mobile banking
- Ability to process and approve consumer loans
- Act as a department leader in the absence of management
- Researches and solves client's problems
- Recognizes opportunities to recommend the bank's products and services
- Hold financial conversations with clients and prospects to determine needs
- Open a variety of products and services
- Understands and utilizes the bank's products and services
- Represent the bank in community activities and organizations

Required Qualifications / Skills / Abilities:

- At least 3 years of banking experience
- Experience in personal banking and lending is required
- NMLS License
- Ability to display an engaging tone of voice, positive attitude, and effective communication style through phone, email and online chat
- Uses knowledge of operating and security procedures in order to make on-the-spot decisions, including exceptions, adjustments and overrides within guidelines.
- Strong organizational skills
- Works independently

- Ability to proficiently perform a wide variety of tasks with a strong attention to detail
- Solve customer questions and concerns with warmth and a collaborative spirit
- Excellent problem solving and interpersonal skills
- Knowledge of rules, regulations, policies and procedures in the financial services industry

Benefits Include:

- 401(k), 401(k) matching
- Health Insurance (Choose from 5 plans)
- Dental insurance
- Flexible spending account
- Life insurance and Universal Life Insurance
- Long-term and Short-term Disability Insurance
- Paid time off
- Vision insurance
- Pet Insurance
- Wellness Program

Why join One Community Bank? Our actions demonstrate our tenets: Invest in Relationships, Trust the Team, See the Upside, Encourage New Ideas and Think Big! We serve clients, support colleagues and invest in our communities because we aspire to be the Best Billion Dollar Bank in the World!