

For 100 years, **Amalgamated Bank of Chicago** has fostered deep ties to our customers and our community, serving the banking needs of countless businesses, organizations, institutions, and individuals, many for multiple generations. These relationships are based on profound trust, in-depth understanding and highly personal and responsive service provided by our experienced bankers.

We take tremendous pride in being a great place to work! We value the contributions our employees bring to the table every day. We work hard to nurture and maintain a mutually respectful, diverse culture that fosters teamwork and a commitment to exceptional customer service.

Amalgamated Bank of Chicago is hiring a **Retail Banking Officer**. This position is responsible for providing a full range of banking services to customers with emphasis on assistance in identifying and meeting client banking needs and objectives.

RESPONSIBILITIES:

- Maintains contact with customers (via lobby contact, telephone, mail, or visits to client site) regarding financial needs and recommends methods of addressing these essentials.
- Provides customer service and performs administrative tasks in accordance with approval guidelines on assigned demand and time accounts (opening new accounts, reviewing, and approving overdrafts, approving checks for cashing, withdrawing funds, researching account problems, generating changes to accounts, notification of account maturation and renewal, and records as is necessary, and answering questions concerning accounts, loans, statements, etc.).
- Collects data and documentation to process various banking transactions including loan application initiation and explains bank policies, procedures, products, and programs. Meets with loan applicants and explains Bank products, outlines applicable loan programs and requirements, and obtains necessary financial information for credit analysis.
- Shares information with current and prospective customers regarding banking products (deposit accounts, loan parameters, rates, service charges, restrictions, and other relevant items) and cross-sells according to customer requirements.
- Resolves a variety of customer issues, problems, and complaints (balance discrepancies, statements, starter checks, overdrafts, check holds, fees, account numbers, etc.) either through direct personal action or referral to the proper department.
- Updates and maintains records of all customer issues and transactions.
- Participates in review of existing products and services and identification of opportunities for additional retail items and ideas.
- Performs other related duties as assigned.

REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

- High School Diploma
- Knowledge of retail banking and lending practices and procedures as is normally attained in three years of experience in a personal banking environment handling both deposits and loans.
- Ability to drive multiple projects simultaneously with regularly adjusting priorities.

BENEFITS:

- Competitive compensation package
- Full health insurance (medical, dental and vision),
- 401(k)
- Life insurance

- Education Assistance
- Paid Vacation Days
- Employee Assistance Program
- Open-door work environment
- Opportunities for advancement
- Community Service Opportunities

We are an equal opportunity employer and value diversity, equity, and inclusion at our company. We do not discriminate based on any protected category. We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.