



For 100 years, **ABOC** 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.

ABOC is hiring an **Account Support Coordinator**. This position is responsible for providing servicing assistance in the Account Support area of Government and Union Services and Commercial Loans.

RESPONSIBILITIES:

- Assists with systems processes including customer file, follow-up, database, record, and other documentation.
- Supports the marketing effort through generating and compiling new business proposals and presentations, revising Product Pricing Schedule, and preparing promotional materials and product literature for special bank events.
- Aids in the completion of the “Know Your Customer” process for deposit accounts opened in the Government, Union and Commercial Services portfolio.
- Responds to customer inquiries and coordinates with other departments as needed to resolve customer problems.
- Retrieves and prepares balance information as needed for customers.
- Reviews SWEEP program and completes appropriate transactions including preparation of transfer documentation (wire and internal).
- Assists with account and loan officers to prepare documentation for new and existing Treasury Management services and deposit account customers.
- Identifies products and services beneficial to clients when completing client service request.
- Acts as a lead to Account Support Representatives.
- Completes special projects as required.
- Performs other related duties as assigned.

REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

- High school diploma or equivalent (required)
- Bachelor’s degree in business or finance (preferred)
- Five years of business and banking experience which demonstrates knowledge of banking practices and procedures, high level administrative support, sales, solution oriented, and critical thinking practices. (required)

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.