The Eastern Colorado Bank
RELATIONSHIP BANKER JOB DESCRIPTION

TITLE:	**Relationship Banker**	**LOCATION:**	**Colorado Springs Locations**
FLSA:	**Non-Exempt**	**REPORTS TO:**	**AVP-Deposit Operations or Branch Manager**
SEGMENT:	**Operations**	**WAGE RANGE:**	**$20.00-$23.00 per hour dependent on level hired $1.00 per hour additional pay if Bilingual in English & Spanish**
CATEGORY:	**Full Time**	**TRAVEL REQUIRED**	**20-50%**
NUMBER OF: OPENINGS	**2**	**DATE:**	**October 29, 2026**
SHIFT:	**See Location Shift Work**		

SUMMARY

The Eastern Colorado Bank is seeking two (2) full-time **Relationship Bankers**. We are looking for an outgoing, energetic person who is comfortable with maintaining and coordinating their own work efforts, multitasking, and having flexibility in their duties. Applicant must be detail oriented and must possess a high level of organizational skills. Previous banking experience is a plus but not required. High comfort level with business writing and working with computers required. Applicant must be able to offer superior customer service to existing and potential customers.

The Relationship Banker position has four (4) levels, increasing in expertise and complexity. The salary range encompasses the starting salary for each of these levels. Previous banking experience may qualify a candidate for consideration for a higher level. If hired, each Banker is evaluated semiannually for advancement.

Level 1 - Associate Relationship Banker
Level 2 – Relationship Banker
Level 3 – Relationship Banker II
Level 4 – Senior Relationship Banker

ESSENTIAL DUTIES OF THE RELATIONSHIP BANKER POSITION

1. Work in conjunction with office staff to develop new deposit relationships with businesses and consumers
    a. Open deposit accounts for business and consumer customers including but not limited to Individual Retirement Accounts (IRAs), Demand Deposit Accounts, Health Savings Accounts (HSAs), Certificate of Deposit Accounts (CDs), Trust Accounts and Savings Accounts
    b. Enroll and train customers on Online Banking, eStatements, Bill Pay, Business Online Banking products, Mobiliti and Mobile Capture.
2. Educate customers as needed on new and existing products and services
3. Field incoming phone calls, directing them to appropriate bank personnel
4. Field and research customer inquiries
5. Maintain a cash drawer for cash transactions
6. Assist in the development of documents as requested by officers including customer letters and bank correspondence
7. Assist in Office Administration as requested by Branch Leadership
8. Assist in the administration of back-room deposit processing as needed
9. Assist other employees with tasks associated with ensuring customer satisfaction

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ESSENTIAL DUTIES OF BEING AN EMPLOYEE OF THE EASTERN COLORADO BANK

1. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.

2. Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.

SECONDARY DUTIES

The position of Relationship Banker performs duties specific to the position and other functions as assigned.

SUPERVISORY RESPONSIBILITY

The Relationship Banker position is not responsible for the supervision of any employee(s).

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

1. Applicant must have high school diploma or equivalent. College degree is not required but some business classes are a plus.

2. Applicant must be willing to load applications (apps) on their personal cell phone for multi-factor authentication and other restricted user access purposes. Applicant agrees to bring their personal cell phone to work daily to perform these limited functions, while abiding by our acceptable use policy on cell phone usage. These applications will have no tracking or monitoring capabilities.

3. Excellent organizational and time management skills.

4. Intermediate skills in computer terminal and personal computer operation; mainframe computer system; word processing and spreadsheet software programs.

5. Intermediate typing skills to meet production needs of the position.

6. Intermediate math skills.

7. Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, write reports, correspondence and procedures, and speak clearly to customers and employees.

8. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.

9. Ability to work with no supervision while performing duties.

10. Current driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

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LOCATION SHIFT WORK

Pikes Peak Location:

- 75% Mon-Fri 8:00 a.m. – 5:00 p.m.
- 25% Mon-Fri 7:45 a.m. – 5:15p.m.

Sandhill & Voyager Locations:

- Mon-Wed & Fri- 8:00 a.m.–5:00 p.m. Thur-8:00 a.m.-6:15 p.m.
- Mon-Wed & Fri 7:45 a.m.–5:15p.m. Thur-7:45 a.m-6:15 p.m.

Management reserves the right to change this position description at any time according to business needs.

The Eastern Colorado Bank is an Equal Opportunity Employer, Gender/Minority/Veterans/Disabled.