



Lead Banker

Financial Center - Geneseo, IL

Full Time - Exempt Salaried

In Office Position / Not Remote or Hybrid

FUNCTION OF JOB

Central Bank Illinois is looking for experienced and qualified candidates for the Lead Banker position at our Financial Center in Geneseo, IL. This role oversees customer service and deposit operations for the branch, providing guidance and support to staff in managing daily frontline and drive-up operations.

MAJOR DUTIES & RESPONSIBILITIES:

- Responsible for supervising Personal Bankers and Tellers to include:
 - With support from their direct supervisor, conducts interviews and candidate selection for employment
 - Scheduling, assigning and distributing work to staff,
 - Prepares performance reviews and recommends merit increases
 - Administers disciplinary or corrective action as necessary
- Conducts training for new and current staff with coordination and support from the bank's Training Specialist. Includes regulatory changes, new account types and forms, system upgrades and platform changes
- Assists branch staff with difficult transactions and sensitive customer situations
- Must take necessary precautions to prevent customer and account fraud/scams
- Provides ongoing coaching for branch staff, guiding them toward achieving performance goals. This may be through regular team meetings and/or one-on-one sessions
- Responsible for maintaining branch supplies of official checks, and sufficient currency/coin supply to support branch activity.
- Must have knowledge of bank products, services and regulatory requirements of the same
- Designated back-up to Personal Banker and Teller positions at the branch providing staff coverage as needed
- Performs all deposit staff duties related to opening new accounts of all types
- Responsible for branch item capture, end of day balancing and document scanning process completion by assigned staff
- Responds to customer inquiries regarding account issues, service requests, debit card inquiries, and internet and mobile banking
- Responsible for oversight of the branch daily ATM operation
- Ensure dual control is performed and documented on all applicable forms
- Ensures branch staff complete New Customer Onboarding in a timely manner
- Serves as the branch lead for business development within the market

ESSENTIAL KNOWLEDGE & SKILLS:

- Must be reliable and dependable with punctuality and attendance!
- Must be trustworthy and discreet regarding confidential information for both customers and staff.

- Ability to deal effectively, tactfully, patiently and pleasantly with customers and staff. Must be poised and effective in handling unfamiliar and difficult situations.
- Ability to grasp new information and retain it.
- Willingness to accept and adjust to frequent change in procedures and work tasks, and to lead appropriate staff to accept these changes.
- Should be a self-starter, ability to handle multiple job duties simultaneously and emotionally mature in handling stress.
- Requires logical thinking, attention to detail, accuracy and ability to coordinate and organize work duties.
- The ability to work closely with all branch staff.
- The maturity necessary to request additional explanation, instruction or direction necessary for successful task completion
- Ability to use proper sales techniques for selling and cross-selling bank products and services
- Must be able to handle items of weight, including bagged and rolled coin.
- Experience with designated software programs such as Outlook, Excel, Word, Shazam Core Systems, WebPoint and Aurora Document Imaging.

EXPERIENCE & KNOWLEDGE

The position requires working knowledge of banking procedures and deposit regulations; over two (2) years of experience with a bank or related position in another company.

BENEFITS*

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| • Health, Dental & Vision Insurance | • Vacation & Paid Time Off (PTO) |
| • Health Reimbursement Arrangement | • 401k Profit-Sharing & Match |
| • Life Insurance & AD&D Insurance | • Flexible Spending Account |
| • Long Term Disability Insurance | • Tuition Reimbursement Program |
| | • Incentive Plan |
| | • Holiday Pay |
| | • Logo-wear Stipend |

COMPENSATION

The salary range for this position is \$59,337 to \$68,800. Please note that the pay range provided is a good faith estimate for the position at the time of posting. Actual compensation will be dependent upon factors, including but not limited to the individual's qualifications, experience, knowledge, skills, and abilities.

Interested applicants should send resume and cover letter to:

Central Bank Illinois
 Joe Wells, Vice President – Operations Officer
 PO Box 89
 101 North State St
 Geneseo, IL 61254

E-mail recruiter@central-bank.com.

Posted 4/30/25

Equal Opportunity Employer

**Some benefits have an eligibility-waiting period*