

Job Title:	Trust Assistant	Job Category:	Administration
Department/Group:	Trust Department	Job Code/ Req#:	
Location:	Keokuk, IA	Travel Required:	No
Level/Salary Range:	Entry level	Position Type:	Full-time
Days and Hours:	Monday-Friday; 8:00a.m.-4p.m.	Date Posted:	
Will Train Applicant(s):	Paid Training	Posting Expires:	
External Posting URL:	www.statecentralbank.com		
Internal Posting URL:	www.statecentralbank.com		
Applications Accepted By:			
FAX OR EMAIL: Fax: 319-524-1051 or email: scbtrust@statecentralbank.com Subject Line: Trust Assistant Application		MAIL: State Central Bank 511 Blondeau St. Ste. 2 Keokuk, IA 52632	
Job Description			
Position Summary: Primarily responsible for account file maintenance, both paper and electronic, in the Trust Department according to Department policies, procedures and regulatory requirements.			
Essential Functions:			
<ol style="list-style-type: none"> 1. Evaluates daily account activity for daily balancing. 2. Verifies completion of paperwork for opening and closing trust accounts. 3. Maintains tickler system for operations activities including disbursement dates, report dates, annual inspection dates and real estate appraisal dates. 4. Prepares various trust account statements and reports. 5. Maintains current list of Trust Department accounts. 6. Assists with file maintenance, clerical functions, and customer assistance as required. 7. Performs other miscellaneous duties within the scope of this position as required. 8. Assists in preparation of packets for monthly trust meeting. 9. Answering phone and directing calls to appropriate personnel. 			
Standards of Performance:			
Primary:			
<ol style="list-style-type: none"> 1. Demonstration of an awareness of customer needs. 2. Effective performance of job duties to meet customer needs in a professional and timely manner. 3. Compliance of departmental operations with the laws and regulations governing trust business. 			
Secondary:			
<ol style="list-style-type: none"> 1. Development of interpersonal relationships with customers, which encourage openness, candor, and trust. 2. A high level of cross-selling activity across all products and services in the area. 3. Demonstration of an understanding of the banking industry, including a willingness to continue to learn about the industry. 			
Influential:			

1. A favorable working relationship with peers to accomplish goals established by the bank and department.
2. Profitability of the overall organization.

Knowledge, Skills, and Abilities: Preferred knowledge of the banking industry, but not required; ability to communicate with customers and co-workers in a positive and proactive manner; ability to deal with a variety of variables in situations where minimal standardization exists.

Minimum qualifications:

Education: High school diploma or GED.

Experience: One year of customer service experience preferred but not required.

Specialized knowledge, licenses, etc: None.

Working conditions: Well-vented, well-lighted and temperature-controlled office environment. Noise level is at a minimum. **Success factors:** Good communication skills and a positive attitude are essential to meet the needs of the customers. Ability to multi-task, and an attention to detail is a must.

Reviewed By:	Nicole Cooper	Date:	3/11/2022
Approved By:	Jamie Hall	Date:	3/11/2022
Last Updated By:	Jamie Hall	Date/Time:	3/11/2022 10:00 a.m.