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# Example of Business Banking Job Description

Our growing company is looking to fill the role of business banking. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for business banking

* Modeling processes using various notation (Use Cases, Activity Diagrams, Business Process Modeling Notation, Workflows, Swimlanes)
* Serves as first line of response for all incoming internal Business Banking, Retail and Commercial Banking support calls within the Customer Service Center
* Accurately and expediently answers inquiries from internal customers on all types of new and existing business products and services
* When necessary, enter quality Service Requests within Metavante’s ECM Customer Relationship Management system, tracking issue to resolution
* Relies on excellent verbal and written communication skills to fulfill client requests and to ensure customer satisfaction
* Keeps management appraised of any escalated service issues they should be aware of and assists Customer Service Center Management with department initiatives whenever possible
* Analyzes small business loan applications received by branches to determine eligibility of request
* Provides assistance and exceptional sales support to all branches in answering questions relating to small business loans
* Assures customer loan request is processed accurately and timely
* Maintains a log of maturing lines and ticklers for account follow-up

## Qualifications for business banking

* QFA or Degree (Business preferable)
* Strong Customer focus with absolute dedication to Customer Service
* Scheduling and preparation of new credit relationship committee presentations
* 2 years experience in commercial lending or related banking field
* 3 years experience in commercial lending or related banking field with demonstrated experience in credit underwriting, loan structure and SBA products
* 2+ year Business Analyst experience