

## UNITED SOUTHERN BANK

**Job Title: Trust Administrator**

**FLSA status: Non-Exempt**

**Department: Trust Department**

**Reports to: Trust Officer**

**Position summary:** This position is responsible for supporting the client relationship team with the day-to-day servicing and administrative duties associated with trust and investment clients, including researching client questions, maintaining recurring client tasks and follow-up. The ultimate outcome is successful administration within the compliance regulations, rules, acts & laws.

### **Essential Duties and Responsibilities**

#### **Office Administration**

Must be able to coordinate multiple and changing priorities

Must be able to perform several tasks at once

Good Organizational Skills – create and maintain files, scanning and filing, client follow-up

Has initiative and be a Self—Starter

#### **Relationship Management Skills**

Must be able to provide cordial customer service regardless of customer personality, presence or communication style.

Must be able to work cooperatively with co-workers regardless of personality, presence or communication style.

### **Education &/or Experience**

High School diploma or equivalent

Business administration experience preferred

Previous trust administrative or legal experience preferred

Basic Banking knowledge is preferred

### **Other Skills/Qualifications**

#### **Good Computer Skills**

Ability to adapt and learn multiple trust systems quickly

Microsoft Office Skills

#### **Good Communication Skills**

Professional, clear, and grammatically correct written communication through e-mails and letters with clients and their outside providers

Professional, clear, and grammatically correct verbal communication with clients

Good phone etiquette

### **Work Environment**

Professional environment working 40 hours per week; Must be accustomed to professional, business office environment in manner and dress. Must demonstrate excellent human relations skills with customers and bank associates. Must be willing to participate as a team member.

## **Physical demands and work environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to walk; sit; use hands and fingers to handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.