

TREASURY MANAGEMENT OFFICER

Job Description



DEPARTMENT: Treasury Management

REPORTS TO: EVP, Chief Lending Officer

POSITION SUMMARY

The Treasury Management Officer is responsible for growing and retaining Treasury Management relationships by sourcing and delivering consultative cash-management solutions to business clients. The role partners closely with Commercial Loan Officers to identify needs, propose solutions, manage onboarding, and drive deposit and fee-income growth while maintaining strong risk and compliance discipline. Provides customer service to clients/prospects to ensure a thorough and timely service delivery process. Ensures compliance regulations are being followed in all activities.

ESSENTIAL DUTIES & RESPONSIBILITIES

Business Development:

- Creates and executes a business development plan to add new treasury management clients.
- Prospects for new treasury management opportunities and builds and maintains a pipeline for treasury management customers.
- Partners in joint calling with Commercial Loan Officers to obtain new operating accounts and treasury services.
- Prepares and presents proposals, product demonstrations, and financial benefits of treasury management services.
- Conducts periodic account reviews to expand product adoption, improve retention, and deepen relationships.
- Monitors usage, performance, and exception trends and takes action to improve client experience and portfolio profitability.

Customer Service:

- Responsible for servicing and maintaining existing treasury management client base, while expanding treasury management services with new and existing commercial client relationships.
- Oversees treasury management installation and implementation within the bank.
- Coordinates product setup and client training for services such as ACH/wires, remote deposit capture, positive pay, and online banking while ensuring a smooth go-live process.
- Serves as a subject-matter resource for clients and internal teams.
- Collaborates with Operations and vendor partners to resolve problems or issues within expected timeframes.
- Promotes secure client practices and fraud-prevention controls.

Treasury Management Marketing:

- Drafts and develops marketing strategies for treasury management, as well as product marketing plans.
- Reviews current treasury management products for future adjustments, improvements, expansions or elimination, depending on market strengths and weaknesses.
- Maintains current knowledge of treasury products, payments, and industry trends.
- Provides feedback to product partners on competitive insights and client needs.

OTHER FUNCTIONS

- Supports appropriate client due diligence, documentation, and ongoing reviews (e.g. agreements, etc. where applicable).
- Maintains accurate call reports, implementation status, and other required tracking.
- Supports internal training and communication for treasury management services.
- Maintains compliance and required compliance training with all banking laws, acts, regulations and bank policies and procedures.
- Any other duties, projects and/or supervisory responsibilities as assigned by Management.

REQUIREMENTS & QUALIFICATIONS

1. Education: Bachelor's degree in business, finance, accounting or related field preferred.
2. Experience: 3-5 years of experience in treasury management/cash management, business banking, commercial lending or related financial services role; working knowledge of core treasury services (ACH, wires, online banking, remote deposit capture, positive pay, etc.).
3. Specific Skills: Computer skills including digital banking platforms and data/reporting; proficiency in Microsoft Office, especially Excel; effective written and verbal communication skills including ability to present to client stakeholders; strong consultative business development and relationship management skills, including discovery, presentation, and negotiation; above average problem solving and attention to detail; demonstrated ability to manage multiple priorities, implementations, and deadlines; understanding of risk and compliance expectations for treasury management services (documentation, controls, etc.).
4. Specialized Knowledge, Licenses, etc.: None.
5. Supervisory Responsibility, if any: None.
6. Working Conditions (shift times, location, etc.): Monday through Friday, 8:00 AM -5:00 PM; hours may be flexible depending on appointments; some evenings and weekends may be required; local travel required.

Employee Name (Print):

Employee Signature:

Date: