

Dollar Bank

Since 1855

For a current job listing, please visit our website:
www.dollar.bank/careers

You must apply through our website to be considered.

Dollar Bank provides equal employment opportunity to individuals who are qualified to perform essential job requirements regardless of their race, color, sex, sexual orientation, gender identity, religion, national origin, age, veteran status or military service, disability, genetic information, or any other legally protected status. Dollar Bank is a VEVRAA Federal Contractor and gives priority to protected veterans for our career opportunities.

Due to the large volume of applications we receive, we are unable to provide candidates with the status of their application. Candidates must not have a negative unresolved personal financial history with Dollar Bank.

BRANCH POSITIONS

Part-time Teller:

- (2275BR) Fox Chapel – Waterworks Mall
- (2323BR) Downtown – Fourth Avenue
- (2439BR) Braddock Hills – Yost Boulevard
- (2573BR) Robinson – Steubenville Pike
- (2669BR) Murrysville – Route 22
- (2688BR) Squirrel Hill – Forbes Avenue
- (2713BR) East Liberty – Penn Avenue
- (2745BR) Downtown – Smithfield Street

Full-time Teller:

- (2729BR) Downtown – Smithfield Street
- (2730BR) Butler – Point Plaza

Tellers are responsible for processing transactions through teller equipment on all retail and corporate accounts including deposits, withdrawals, transfers, loan payments and cash advances. **An eye for detail, good math aptitude, and excellent communication and customer service skills are required. High school diploma or GED required. Six months customer service or cash handling experience required; previous teller experience preferred. Professional communication skills and appearance required.**

Personal Banker:

- (2299BR) Bridgeville – Millers Run Road
- (2414BR) Downtown – Gateway Center
- (2626BR) Brentwood – Brentwood Town Square
- (2636BR) Downtown – Market Square
- (2671BR) Squirrel Hill – Forbes Avenue
- (2722BR) Downtown – Smithfield Street
- (2723BR) Monroeville – William Penn Highway

Personal Bankers assist customers with available bank products such as checking and savings accounts, CDs, IRAs, and loans. Running a teller window is also a responsibility of this position. **Excellent interpersonal skills, a professional manner and appearance, and a good math aptitude are required. High school diploma or GED required; post-secondary degree preferred. Either a college degree or one year customer service or cash handling experience required; previous teller experience preferred.**

• (2707BR) Personal Banker Supervisor – East Region

As a Personal Banker Supervisor, you are part of a team whose primary focus is to provide exceptional customer service. You will engage in thoughtful interactions to build and grow customer relationships by suggesting banking products and services (e.g. checking, savings, credit cards, loans, digital banking) to meet their needs. You will complete a four month training program in which you will learn how to make recommendations while utilizing a consultative sales approach. You also will learn how to open and close branches and use sound decision making when addressing customer questions and concerns. **High school diploma/GED required. College degree required, or a minimum of one year demonstrated ability to deliver outstanding customer service in a financial or retail industry. Leadership demeanor required. Ability to travel as needed to training.**

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Assistant Branch Manager Trainee:

- (2653BR) Central Region

As an Assistant Branch Manager Trainee you will complete a 12-18 month training program in a Floating capacity to become an Assistant Branch Manager. You will be responsible for identifying our customers' financial needs by providing a thorough analysis and recommending the most appropriate Dollar Bank products and services to fulfill those needs. You will use your sales and customer service experience, product knowledge and positive demeanor to initiate, expand and retain customer relationships through customer conversations and outbound calling. This position will travel to our branches located in the South and West regions of Pittsburgh. Will include branches with evening and Saturday hours. **Bachelor's degree with one year demonstrated track record of achieving sales goals is required. Will consider high school diploma/GED with five years demonstrated track record of achieving sales goals. Supervisory or leadership experience required. Ability to travel as needed to training.**

• (2705BR) Assistant Branch Manager: East Liberty – Penn Avenue

We are looking for enthusiastic, motivated individuals who will assume a leadership role and consistently meet sales goals. As an Assistant Branch Manager, you will complete a six to nine month training program. While maintaining your own sales goals, you will work with the Branch Manager in building a motivated sales and service team where everyone contributes to the success of the branch through a consultative sales approach. You will develop team members through one-on-one coaching sessions and hold each team member accountable for overall performance. You will be expected to maximize customer relationships through a variety of proactive efforts, including limited involvement in community events and business networking. The branch hours are Monday through Friday 9:00 a.m. to 5:00 p.m., and Saturday 9:00 a.m. to 2:00 pm. **Bachelor's degree with two years demonstrated track record of achieving sales goals required. Will consider high school diploma/GED with six years demonstrated track record of achieving sales goals. One year of managerial or supervisory experience required. Ability to travel as needed to training. Must have excellent written and verbal communication skills to include professional grammar and demeanor.**

• (2593BR) Branch Manager: Natrona Heights – Heights Plaza

We are looking for enthusiastic, motivated individuals to lead all aspects of branch banking. As a Branch Manager, you will complete a four to six month training program. While maintaining your own business development and sales goals, you will build a motivated sales and service team where everyone contributes to the success of the branch through a consultative sales approach. You will develop team members through one-on-one coaching sessions and hold each team member accountable for overall performance. You will be expected to effectively develop business through a variety of proactive efforts, including involvement in community events and business networking. The branch hours are Monday through Thursday 9:00 a.m. to 4:00 p.m., and Friday 9:00 a.m. to 6:00 p.m. **A valid driver's license and access to a reliable vehicle is required. Bachelor's degree with three years of solid management experience in a retail environment including managing a staff, coaching, and meetings sales goals. Will consider commensurate. Ability to travel as needed for training. Must have excellent written and verbal communication skills to include professional grammar and demeanor.**

• (2592BR) Branch Manager – Pittsburgh Region

We are looking for enthusiastic, motivated individuals to lead all aspects of branch banking. As a Branch Manager, you will complete a four to six month training program. While maintaining your own business development and sales goals, you will build a motivated sales and service team where everyone contributes to the success of the branch through a consultative sales approach. You will develop team members through one-on-one coaching sessions and hold each team member accountable for overall performance. You will be expected to effectively develop business through a variety of proactive efforts, including involvement in community events and business networking. The candidate will support multiple branches in the Pittsburgh region. Hours will vary from branch to branch. **A valid driver's license and access to a reliable vehicle is required. Bachelor's degree with three years of solid management experience in a retail environment including managing a staff, coaching, and meeting sales goals. Will consider commensurate. Ability to travel to training as needed. Excellent written and verbal communication skills required.**

BACK OFFICE POSITIONS

(Located at 2700 Liberty Avenue in the Strip District)

• (2672BR) Sales Representative (Call Center)

The Sales Representative is responsible for the sales of Dollar Bank's products and services to meet customer expectations and departmental goals. Candidate will engage in proactive conversations to gain insight and knowledge regarding customers' banking needs. **This department is open Monday through Friday, 8:00am-8:00pm and Saturday, 9:00am-3:00pm. High school diploma or GED required; college degree in business related field preferred. Minimum of six months customer service/sales experience is required. Must be able to diplomatically handle charged situations.**

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- **(2710BR) Part-Time Services Support Representative**

The Services Support Representative is responsible for accurately, courteously, and efficiently processing payments, transfers, stop payments, product/account inquiries, histories, concerns, and requests. This position is also responsible for supporting customers regarding the website, Online Banking, Text Message Banking, and mobile web and apps (including inbound and outbound phone calls, web chats, and emails). **This department is open Monday through Friday, 8:00 am - 8:00 pm and Saturday, 9:00 am – 3:00 pm. This is a part-time position with approximately 25 hours per week. High school diploma/GED required, college degree preferred. At least one year of customer service experience required, preferably supporting online channels. Ability to professionally and diplomatically handle emotionally charged situations. Computer, internet, smartphone and technical skills required.**

- **(2711BR) Services Support Representative**

The Services Support Representative is responsible for accurately, courteously, and efficiently processing payments, transfers, stop payments, product/account inquiries, histories, concerns, and requests. This position is also responsible for supporting customers regarding the website, Online Banking, Text Message Banking, and mobile web and apps (including inbound and outbound phone calls, web chats, and emails). **This department is open Monday through Friday, 8:00am-8:00pm and Saturday, 9:00am-3:00pm. High school diploma/GED required, college degree preferred. At least one year of customer service experience required, preferably supporting online channels. Ability to professionally and diplomatically handle emotionally charged situations. Computer, internet, smartphone and technical skills required.**

- **(2600BR) AVP, IT Audit**

The AVP IT Audit assists with the development, implementation, and coordination of the annual audit plan. The AVP IT Audit plans and supervises concurrent audits of assigned departments, focusing on auditing Dollar Bank's IT systems / applications and as necessary outsourced systems. The AVP IT Audit provides on-the-job training and performance feedback, as applicable, for the Staff and Senior level positions. **Bachelor's degree in Information Systems or related field is required. Master's degree strongly preferred. Minimum of five years of IT audit experience and/or other IT experience required. Supervisory experience required. Understanding of information technology principles and techniques required. Strong communication skills required. Ability to coordinate multiple projects and delegate work and responsibility required. Professional Certification is preferred (CISA, CRISSC, CISSP, CISM). Must possess an acceptable level of knowledge and/or skills regarding ACL and TeamMate.**

CORPORATE POSITIONS

(Located at 3 Gateway Center)

- **(2665BR) Administrative Assistant**

The Administrative Assistant will perform various administrative duties within the Private Banking Department which provides the bank's products and services to upscale individuals. The candidate will assist in the preparation of proposals and reports, verification of financial information and the preparation of loan documentation. The Administrative Assistant will perform routine correspondence and assist customers with inquiries and requests. **College degree or administrative/banking experience required. Must be proficient in Microsoft Word (candidate will be tested). Good typing and proofreading skills required.**

- **(2645BR) Corporate Underwriter**

The Corporate Underwriters is responsible for analyzing and preparing credit proposals for new and existing corporate lending relationships. This individual will collaborate with the Corporate Lending Officers on due diligence of credit requests, specifically for middle market clients. The job function will also include the monitoring of Borrower's financial performance to assist in the risk rating process. In addition, the Corporate Underwriter will assist in the preparation of monthly reports, perform ongoing portfolio analysis and complete other duties as assigned. **Bachelor's degree in Business, preferably Accounting or Finance required; will consider commensurate experience. Minimum 1 year work experience in analysis/underwriting of C & I loans. Minimum of 2 years' experience utilizing Moody's Financial Analyst/Risk Analyst or similar tools required.**

- **(2606BR) Budget Analyst II**

The Budget Analyst II position will serve in supporting various business units within Dollar Bank as it relates to reporting, forecasting, expenses and key financial metrics. **Bachelor's degree in Finance/Accounting or related discipline required. Minimum of two years' of budget, forecast and financial reporting and analysis experience required. Prior banking experience preferred. Strong technology skills including Microsoft Word/Excel/PowerPoint. Must be proficient with Excel (Candidate will be tested). Ability to demonstrate an understanding of the "big picture" while working through the details required to construct a budget/forecast. Working knowledge of Hyperion Essbase and query data management tools (i.e. Oracle, Crystal, PowerBI) preferred.**

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- **(2692BR) VP, Enterprise Risk Management**

The VP, Enterprise Risk Management assumes a leadership role in building an integrated Enterprise Risk Management (ERM) program that effectively identifies, measures, monitors and controls risks. **Bachelor's degree in Business or related field required; advanced degree and risk management certification preferred. Minimum 10 years of relevant banking experience, with at least 5 years in a risk management leadership position required. Working knowledge of enterprise risk management frameworks and theories, such as the three lines of defense and guidance from Basel, COSO and bank regulators.**