

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 VEVRRA 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 Trainee:

- (1286BR) Butler – Point Plaza
- (1322BR) Cranberry – Cranberry Commons
- (1454BR) Castle Shannon – Lebanon Shops
- (1467BR) Wexford – Route 19
- (1524BR) Penn Hills – Rodi Road
- (1590BR) North Huntingdon – Route 30

Full-time Teller Trainee:

- (1479BR) Mt. Lebanon – Cochran Road
- (1592BR) Fox Chapel – Waterworks Mall

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.**

Customer Service Specialist Trainee:

- (1439BR) Gibsonia – Route 8
- (1495BR) Wexford – Route 19
- (1496BR) North Huntingdon – Route 30
- (1525BR) Squirrel Hill – Forbes Avenue
- (1597BR) Penn Hills – Rodi Road

Customer Service Specialist Floats: *Floats move between branches in the designated region and must have a valid driver's license and access to a reliable vehicle.*

- (1359BR) Downtown Float
- (1610BR) South/West Float

Customer Service Specialists 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.**

Lead Teller

- (1530BR) Braddock Hills – Yost Boulevard

As a Lead Teller, you will be responsible for motivating and holding accountable the tellers of a branch. You will ensure all activities behind the teller line are compliant with established Dollar Bank operational procedures by training all team members on teller functions and communicating changes in operational/compliance policies. **High school diploma or GED required. One year previous teller experience and six months of managerial or supervisory experience is required. Excellent communication and customer service skills are required. Must be available to work a flexible schedule including evenings and Saturdays.**

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- **(1608BR) Branch Manager – Dormont**

Tired of retail but love customer service and management? Join our team. An opportunity is available for an outgoing, articulate individual who can deliver quality customer service. As branch manager, you will be responsible for relationship building, employee hiring/training/development, quality performance and growth. Candidate must be a proactive, independent professional who is a motivated self-starter. **Required: minimum three years solid management experience in a retail environment, including managing a staff, coaching, and meeting goals. Banking environment desirable. Excellent time management, communication and motivational skills. Bachelor's degree strongly preferred. Ability to work a flexible schedule, including some evenings and Saturdays. A valid driver's license and access to a reliable vehicle is required.**

BACK OFFICE POSITIONS:

(Located at 2700 Liberty Avenue in the Strip District)

- **(1492BR) Data Security Analyst**

The Data Security Analyst is responsible for implementing, maintaining, and enforcing multiple data security standards, processes, and initiatives. This position requires interfacing with users and developing implementation plans, project plans, and processes for any new security or change control systems. Candidate will maintain programming for security reporting and/or systems, participate in project life cycles, and analyze and resolve problems relating to security. **BA in Business Management, Computer Science or Engineering or 4-8 years' experience required. Thorough understanding of information security concepts required. Must possess strong analytical and project management skills. Must be able to work independently with minimal supervision and be able to problem solve analytically and logically.**

- **(1523BR) Customer Service Center Representative (Debit/Credit Inquiries)**

The customer service assistant takes calls from customers regarding issues including card replacement requests, fraudulent activity, security holds, lost/stolen cards, checks, PINS and securing accounts. These are often emotionally charged phone calls that require tact and patience. In addition to phone calls, a certain number of administrative tasks must be performed. **High school diploma or GED required. Branch banking experience preferred. Customer service experience, including dealing with external customers on a regular basis. Must be able to work a rotating schedule including some evenings and Saturdays.**

- **(1532BR) CyberSecurity Analyst**

The CyberSecurity Analyst plays an integral role in supporting Dollar Bank's ability to protect the confidentiality, integrity and availability of its information assets. This position will be responsible for implementing, maintaining, and enforcing multiple cyber security standards, processes and initiatives. This position also is responsible for project management activities including team building and mentoring. **Minimum of 3 years related experience required. One security certification preferred (GSEC, SSCP, or other Security Certification). Must have knowledge of technology industry, trends, and best practices for banking industry. Ability to develop, monitor, maintain and update data standards for information systems. Ability to establish project goals, milestones, and deadlines while identifying specific resource needs to meet business objectives.**

- **(1555BR) AVP, Project Manager**

The primary responsibility of the AVP, Project Manager is to successfully plan and implement large-scale projects in support of the strategic plans of the bank's senior management. This position will design, coordinate, implement and finalize projects in accordance with the agreed upon specifications, timeframes and budget. **Bachelor's degree in Business, Management, Technology, or a related discipline required. Project Management Certification such as PMP or CAPM required. Minimum 4 years of experience in project management, preferably within a banking environment. Demonstrated experience using both Agile and traditional project management principles and practices. Ability to manage, execute and prioritize multiple complex projects within required budgets, resource constraints, and deadlines. Personal computer skills and the ability to quickly learn new software/systems a must; familiarity with project management software tools preferred.**

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- **(1571BR) Call Center Representative – Sales (Call Center)**

Candidate is responsible for sales of Dollar Bank's products and services and meeting customer expectations and department objectives. Must implement customer service and sales techniques to reflect a positive image for the Bank while attaining goals. **High school diploma or GED required; degree in business field preferred. Six months customer service or sales experience is required. Must be able to diplomatically handle emotionally charged situations. Must be able to work a rotating schedule including some evenings and Saturdays.**

- **(1572BR) Online Support Representative (Call Center)**

Handles customer inquiries regarding the website, online banking, text message banking, mobile web and mobile apps. This will include phone calls, web chats, emails (including secure message center) and in the future social media. Assists customers with new account opening, loan applications and other online transactions. Supports customers in navigating online banking transactions, mobile apps and text message banking. This position has a rotating schedule including evenings and Saturdays. **High school diploma/GED required; college degree preferred. One year of customer service experience, preferably supporting online channels, is required. Knowledge of bank processes and services preferred.**

- **(1580BR) Summer Help Call Center**

This is a summer position that will process telephone transactions, inquiries/requests from Pittsburgh and Cleveland customers. Candidate must implement customer service techniques to reflect a positive image for the Bank. This position requires employee to work a rotating schedule; the Customer Service Center is open Monday - Friday from 8:00 am-8:00 pm and Saturday from 9:00 am-3:00 pm. **High school diploma or GED required. Ability to assess customer needs and respond to them and to diplomatically handle emotionally charged situations required.**

- **(1601BR) Customer Service Center Representative (Services)**

Processes telephone transactions, inquiries and requests. Provides quality customer service in accordance with bank policies and procedures. Performs banking functions, instructs customers about push-button banking, and is the bank's primary telephone contact with its customers. **High school diploma/GED required; college preferred. Rotating schedule, including evenings and Saturdays.**

CORPORATE POSITIONS:

(Located at 3 Gateway Center)

- **(1545BR) Senior Vice President, Credit**

The Senior Vice President of Credit oversees the credit underwriting function of the Bank and is responsible for the development and application of guidelines and policies pertaining to extensions of credit. Candidate will perform credit analyses, make recommendations on structure and rate in order to approve or deny applications, and work with lenders to prepare packages and present proposals. Candidate will assist senior management in evaluating acceptable risk levels and participate in credit committee presentations as well as be a voting member of the credit committee. **Bachelor's degree in finance, accounting or related field required; MBA preferred. Minimum 10 years of progressive experience in credit related positions with medium to large banks/financial services firm with a minimum of 3 years of management required. Prior experience in OCC examinations and preparation in policy, procedures, risk management and complete credit processes.**

- **(1577BR) Administrative Assistant – Business Client Services**

This person will perform administrative duties to ensure the smooth operation of all Dollar Bank's Business Accounts including adaptability to priority changes and workflow. Candidate will coordinate and support the client's daily customer service needs including opening accounts, preparing materials, and completing documentation. Candidate will also answer phones, prepare correspondences, and update procedure manual as needed. **High school diploma/GED required. Banking and/or administrative experience required. Accuracy, attention to detail and a timely completion of tasks involved are essential to effectively meet department goals. Working knowledge of computers and Microsoft Office are a must. Must possess excellent communication and problem solving skills.**

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- **(1579BR) Maintenance Technician**

Perform necessary maintenance and repairs to all branches, operations centers, warehouse, and administrative offices in the Pittsburgh region. Duties include plumbing, electrical, painting, landscaping, building inspection and other common maintenance responsibilities. Ensure the proper performance of all equipment with preventive maintenance programs as per manufacturer's specifications. **High School Diploma or Equivalency. Technical training in the above maintenance disciplines plus at least two (2) years related experience. Valid Pennsylvania driver's license. Ability to lift 50-100 pounds. Ability to safely use hand and electrically powered maintenance related tools. Monday – Friday, overtime and weekends as required.**

- **(1591BR) Asset Liability Analyst**

As a member of the Asset Liability team, the candidate will be responsible for measuring and reporting the interest rate risk position of the Bank as well as working with management to develop and implement strategies that reduce risk while improving the Bank's net interest income. Responsibilities include participating in the annual preparation of the Bank's three year strategic plan, monthly preparation of a three-year rolling balance sheet and income statement forecast, and performing analyses to assist senior management in strategic decisions. **B.S. in Accounting/Finance/Mathematics or Economics required; MBA preferred. Prior banking and/or asset/liability experience preferred; balance sheet knowledge required. Must possess superior quantitative and technical skills, as well as proven analytical and problem solving skills. Ability to succeed independently as well as in a team oriented environment.**