



POSITION DESCRIPTION

TITLE:	Merchant Services Sales Specialist	CATEGORY:	Full-Time
FLSA:	Exempt	LOCATION:	Overland Park, Shawnee, Kansas Ave
SEGMENT:	Merchant Services	REPORTS TO:	Director of Merchant Services
SHIFT:	Monday-Friday: 8:00 a.m.-5:00 p.m.	DATE:	February 10, 2025

SUMMARY

The position of Merchant Services Sales Specialist is responsible for developing new merchant services business, expanding existing business relationships, and servicing the Bank's merchant service customers.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

ESSENTIAL DUTIES

- Meet with existing customers and expand relationships to ensure proper servicing of customers.
- Responsible for all phases of the sales process.
- Call on prospective customers to develop new merchant service sales opportunities.
- Evaluate current payment structure, pricing, and develop customized solutions to meet the customer's needs.
- Travel to customer locations as needed.
- Prepare and present sales presentations and proposals.
- Participate in the development of strategic business plans and sales opportunities for target customers.
- Contribute to the accomplishment of department and company objectives and goals.
- Must have strong communication, analytical, problem solving, and decision-making skills to effectively uncover and resolve complex customer issues.
- Promote Bank products and services.
- Perform other duties and projects as assigned by management.
- Treat people with respect, keep commitments, inspire the trust of others, work ethically and with integrity, uphold organizational values, and accept responsibility for own actions.

- Demonstrate knowledge of and adherence to EEO policy, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes working environment free of harassment of any type, and builds a diverse workforce and supports affirmative action.
- Follow policies and procedures, complete tasks correctly and on time, support the Bank's goals and values, and benefit the Bank through outside activities.
- Perform the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

SECONDARY DUTIES

The position of Merchant Services Sales Specialist performs duties specific to the position and other functions as assigned.

SUPERVISOR RESPONSIBILITY

The position of Merchant Services Sales Specialist is not responsible for the supervision of any employee(s).

ENVIRONMENT AND PHYSICAL ACTIVITY

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 10-20 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular telephone, copy and fax machines, adding machine (calculator), check protector, microfilm equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, personal computer and related printers.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands 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.

MENTAL DEMANDS

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks, and constant interruptions.

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or general education degree (GED). Work related experience should consist of cash handling and/or customer service background. Educational experience, through in-house training sessions, formal school, or related curriculum should be business or financial industry related.

- Prior sales experience is recommended.
- Ability to professionally handle rejection from customers.
- Ability to identify, understand, and analyze growth opportunities based on market potential.
- Advanced experience, knowledge, and training in branch operation activities, terminology, products, and services.
- Advanced knowledge of related State and Federal banking compliance regulations, Bank policies and procedures, and the Bank's products and services.
- Demonstrated ability to cross-sell and explain all Bank products and services with confidence and authority.
- Excellent organizational and time management skills, with the ability to provide leadership.
- Duties vary throughout the workday based on business and client needs, requiring the ability to multitask, be flexible, and continually re-prioritize.
- Advanced skills in computer terminal and personal computer operation, mainframe computer system, word processing, spreadsheet and specialty software programs.
- Advanced typing skills to meet production needs of the position.
- Basic math skills: calculate interest and balance accounts, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals, locate routine mathematical errors, count currency, coin and negotiable instruments in a timely manner.
- Exceptional problem-solving skills.
- Effective verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to deal with routine problems involving multiple facets and variables in standardized situations.
- Effective organizational and time management skills.
- Ability to work with general supervision while performing duties.
- Current **STATE** driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

Management reserves the right to change this position description at any time according to business needs.

