



Pentucket Bank

Start with heart.

TITLE: Administrative Assistant

In 1891, Pentucket Bank received its mutual charter and was open for business just one day a week in downtown Haverhill. Since our founding, we have been intentional about putting our mission to work. We build partnerships while we serve and lead within local businesses, organizations, and causes. It's how we help grow cities and towns into more vibrant and thriving places to live and work. As a community bank that exists to serve you, we see the possibility and potential all around us—and we are committed to strengthening community and helping you achieve whatever your heart is set on.

SUMMARY:

Reporting to the Corporate Administration Officer, the Administrative Assistant will be responsible for providing administrative support and assistance to the Bank's Senior Leadership Team. This individual should have the ability to communicate effectively across all levels of the organization and to represent Pentucket Bank in a positive and professional manner, promoting the Bank's professional image with employees, board members, corporators, and customers. After an initial onboarding period, the role may be eligible for a hybrid work schedule comprised of 4 days in the office and 1 day at home. Reduced hours to accommodate parent's schedule may be possible.

DUTIES AND RESPONSIBILITIES:

- Demonstrate an understanding of and commitment to the Bank's mission and core values.
- Provide administrative support to the Senior Leadership Team:
 - Manage and file paperwork and sort and distribute mail
 - Order office supplies
 - Process and submit invoices and expense reports
 - Prepare reports and other confidential materials
- Assist the Chief Credit Officer:
 - Collect, prepare, and track Commercial and Residential Lending activity goals and objectives.
 - Assist with preparation of all Executive Committee and Board related reports, materials, and presentations.
 - Support CRM sales reporting system ensuring full utilization by the Commercial and Residential Lending teams to maximize efficiencies and augment calling and related business activities.
 - Monitor, track, and prepare quarterly submissions to support requirements of various Federal and State lending laws and deposit programs.
- Assist the Corporate Administration Officer with board and committee meetings and other corporate meetings and functions.
- Assist with managing calendars and time; ensuring Senior Leadership has allocated travel time, meeting information, and details in advance.
- Arrange corporate meetings by developing itineraries and agendas, making travel arrangements, and arranging lodging and meeting accommodations.
- Complete projects and special assignments by establishing objectives, determining priorities, managing time, gaining cooperation of others, monitoring progress, problem-solving, and adjusting plans.
- Attend and participate in monthly Extended Leadership Team Meetings and other meetings as necessary, and take minutes.
- Perform light receptionist duties – welcoming guests, distributing packages, etc.

- Demonstrate understanding and compliance with Bank policies and procedures as well as regulatory guidelines as applicable to the position.
- Accept ownership for accomplishing new and different tasks and for exploring opportunities to add value and operating efficiencies to the role.
- Work closely with other employees of the organization as a positive, enthusiastic, and proactive team member.
- Represent the Bank at various volunteer and community activities.
- May be required to travel to other bank offices or offsite meetings, training, and volunteer events on a regular basis.
- Perform additional duties as assigned per business need.

SUPERVISORY RESPONSIBILITIES: None

EDUCATION and/or EXPERIENCE:

Minimum of Associates Degree with 7+ years' experience in a corporate business environment. Strong professional acumen required for working closely with customers, employees, regulators, board of directors, and corporators. The ability to handle sensitive material and information with integrity and confidentiality is critical to this role.

TECHNICAL SKILLS, TRAINING, and/or CERTIFICATIONS:

Proficient in Microsoft Office. Skilled with using web-based applications and internet research capability.

OTHER SKILLS and/or ABILITIES:

- Strong desire to work for a community bank with active community involvement.
- Excellent verbal and written communication skills; ability to present clear, concise, and well-written communications.
- Strong attention to detail, planning, and coordination of multiple projects at one time.
- Decision-making and problem-solving skills.
- Effective time management; focusing on priorities and completing tasks on time, and updating colleagues regarding progress and potential concerns.
- Able to work both independently and on a team to meet deadlines, address challenges, and continuously improve workflow.
- Strong understanding of and appreciation for the importance of maintaining confidentiality and protecting the privacy of individuals and the Bank's proprietary information.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly seated at his/her desk. The employee is required to walk and stand; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee may pull and move files. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Ability to use telephones, desktop/laptop computers, printers, fax machines, and photocopiers required. Willingness and ability to travel to offsite meetings, training, or other business locations as necessary is required.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low.

PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I acknowledge that I have received a written copy of the job description for Administrative Assistant as set forth by Pentucket Bank. I understand the essential duties, responsibilities, and standards that are required of me in this position.

Print Name: _____

Signature: _____

Date: _____