

ROLE PURPOSE STATEMENT SMALL BUSINESS BANKER, BD&SB

Position	Reports to		
Small Business Banker, BD&SB	Region Manager		
Division	Group #		
Business and Private	3		
Purpose	Capabilities, Experience & Qualification Requirements		
Undertake sales related requirements for a portfolio of small business customers <ul style="list-style-type: none"> Understand customers' needs and provide them with holistic banking solutions Build relationships with Business Partners to create and action new business opportunities and support our customers. Action and manage Salesforce opportunities & national leads Increase our customers 'My Bank' footprint and undertake retention related activities for existing customers Perform credit analysis and approve requests for temporary excesses/increased limits up to Delegated Commitment Authority (DCA) Provide coaching, lead actions and role model great behaviours across the broader Business 	<u>Essential capabilities</u> <ul style="list-style-type: none"> Customer relationship management Credit risk and decision making Stakeholder management 	<u>Experience</u> <ul style="list-style-type: none"> 2+ years banking experience 	
	<u>Other capabilities</u> <ul style="list-style-type: none"> Speaks clearly about the importance of the customer; fosters a sense of urgency toward customer needs. Advocates for NAB's small business proposition and customers 		
	<u>Qualification Requirement</u> Tertiary qualified with a Degree in Business preferred		
Key Decisions	Key Accountabilities		
<ul style="list-style-type: none"> Input into region plans for growth and retention 	<ul style="list-style-type: none"> Managing lending and product requests for small business customers Building a quality AAA pipeline for the customer portfolio Understanding customers business needs to provide holistic banking solutions Increasing the portion of My Bank customers within the portfolio with the number of interactions and referrals Accountable for managing customer complaints and escalations until resolution is reached Coaching and development of less experienced bankers within the team and developing associates Drive customer portfolio risk and compliance Establish and maintain Working Relationships with key stakeholders (Retail, NAB Partners and other Business Partners) 		
Key Stakeholder Groups	Key Performance Indicators		
Region Manager, Small Business Head of Small Business	<ul style="list-style-type: none"> Revenue generated Risk metrics (DBOX utilisation; file quality, 100% club) 		