

# Career Opportunities



**EMPRISE BANK®**

*All of us, for each of you.*

To apply for a position with Emprise Bank:

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Emprise Bank Human Resources  
(316) 383-4489



**EMPRISE  
BANK®**

## It's all about values.

What do you value in your career? Maybe you value belonging to a winning team, or acting as a leader. Maybe you value respect from and for your teammates. Or maybe you value the opportunity to provide a superior experience to your customers.

At Emprise Bank, we value all of these things, too. We look for candidates who demonstrate a passion for excellence and a commitment to first-rate customer service. We believe that the building block of a superior customer experience is the quality of the team that serves them every day.

Are you interested in joining a team with these kinds of values? [Read more!](#)

## The Emprise Way

Each Emprise customer is different, and every one of them has specific financial needs. At Emprise, we don't believe in a one-solution-fits-all approach. Instead, we focus on a team-oriented method of finding the right solution for each and every customer. From our front-line team in the branches to the back office support personnel, our entire staff works together to provide a first-rate experience for every person who banks with us.

We believe that our customers expect us to have a professional, polished image every time they visit our branches. We ask that all of our associates maintain a professional appearance at all times. Revealing clothing or a too-casual appearance does not create a professional environment for our customers. Visible body piercings, multiple ear piercings, toe rings, unnatural hair colors and styles, and visible tattoos are also considered to be unprofessional.

## Benefits

At Emprise, we ask our associates to exceed our customers' expectations. In turn, we try to exceed your expectations as an Emprise associate by providing good leadership and offering continuous opportunities for growth within the company. We also provide first-rate benefits, including:

- Medical & Dental Insurance
- 401(k) with Matching Contribution
- Paid Vacation & Holidays
- Flexible Spending Accounts
- Life Insurance
- Long-Term Disability
- Tuition Assistance
- Free Interest-Bearing Checking Accounts

# Positions & Opportunities

These are just some of the opportunities available as an Emprise Bank Team Member.

## **Teller**

Our tellers are the face of Emprise Bank. Tellers work directly with customers to process their everyday transactions, including deposits, withdrawals, transfers, payments, and more. Our tellers provide quality customer service, each and every time a customer walks through the door. Emprise Tellers are:

- Experienced in cash handling, retail customer service and sales, or have banking experience.
- Enthusiastic about providing efficient, accurate service for our customers.
- Eager to learn about a wide range of products.
- Comfortable with making product recommendations to our customers.

## **Personal Banker**

The role of the Personal Banker is to develop and deepen our relationship with new and existing customers. Personal Bankers act as financial coaches for our customers, working with each customer to determine which money management tools work best for their particular needs. Emprise Personal Bankers are:

- Experienced in the financial services industry, retail customer service and sales, or in general bank operations. Most Emprise Personal Bankers have 1-2 years of experience in one of these fields.
- Knowledgeable about a wide range of products.
- Comfortable with making product recommendations to our customers.
- Proficient in developing long-term relationships with customers.

## **Customer Service Manager**

Our Customer Service Managers provide assistance, direction and development for staff members within our branches. CSM's balance operations and efficiency with maximum customer service and satisfaction, while ensuring that our branches are adhering to established policies and procedures. Emprise Bank Customer Service Managers are:

- Experienced in the financial services industry, retail customer service and sales, or general bank operations. Most Emprise CSM's have 1-2 years of experience in one of these fields, most likely in management roles.
- Knowledgeable about bank operations and procedures.
- Excellent leaders and supervisors.
- Customer-focused.

## **Regional Bank Manager**

Regional Bank Managers are responsible for managing multiple Emprise branches in a geographic region. Regional Managers are responsible for providing direction and development for staff, while overseeing branch operations. Our Regional Managers must be able to balance cost management, people management, and customer management at multiple locations. Emprise Bank Regional Bank Managers are:

- Experienced in the financial services industry, retail customer service and sales, or general bank operations. Most Emprise Regional Managers have 2-3 years of experience in one of these fields, most likely in management roles.
- Direct management experience of multiple locations.
- Educated. A college degree is preferred.
- Successful in managing both sales and service goals.
- Excellent leaders and supervisors.
- Customer and employee focused.
- Knowledgeable about bank operations and procedures.

# Recruiting Process

## Operations Associate

Operations Associates provide checks and balances for our bank. They are responsible for processing and balancing transactions received through our branches as well as electronic transactions. Emprise Operations Associates are:

- Experienced in general office tasks and software.
- Experienced in the financial services industry. Many Operations Associates have 1-2 years of experience in banking.
- Able to provide accurate and timely account information.

## Loan Operations Associate

Loan Operations Associates work with our front-line lenders to prepare loans for customers. Loan Operations Associates are responsible for preparing and maintaining loan documentation, researching loan questions, and assisting with the compilation of loan data. Emprise Loan Operations Associates are:

- Experienced in general office tasks and software.
- Experienced in the financial services industry. Many Loan Operations Associates have 1-2 years of experience in banking.
- Able to provide accurate and timely loan information.

## Call Center – Customer Service Representative

Based in the Emprise Bank Call Center, our Customer Service Representatives answer questions for our customers throughout the day. Our Customer Service Reps are versatile and knowledgeable about a wide variety of topics and field questions about everything from account balances to internet banking. Emprise Customer Service Representatives are:

- Experienced in retail, bank, or call center operations. Most Customer Service Reps have 1-2 years related experience.
- Able to create a superior customer experience over the telephone.
- Dedicated to problem resolution and follow-up for every customer.

So you're interested in working for Emprise! What should you expect after you've sent in your resume?

### Interviews.

You may interview with someone in Human Resources, as well as the Manager that has a job vacancy in his or her department. These interviews may be conducted together or in multiple interviews.

### Skill/Ability/Behavioral Assessment.

We employ a web-based testing system to tell us about your personality and work style, and how we might utilize your strengths within our company. We also use a series of tests to understand your skill level and how it might match up with the position you've applied for. Hiring decisions are not based solely on your test results. They do provide valuable information in the hiring process.

### References & Background Checking.

Our Human Resources associates will review the following information about you:

- Previous Employment References. By submitting an application for employment, you agree to release information from your previous employer. Past work experiences often reveal information about your work style and skills.
- Education Verification. We will verify your education, as stated on your employment application.
- Employment Credit History. You will be asked to sign a release for information that will enable us to check your credit history. Due to the financial nature of our business, we will not be able to hire you if your credit history includes multiple late pays or numerous collection activities. (By law, we cannot deny employment to you because of bankruptcy.)
- Criminal, Civil, Municipal, and FDIC Background. Bank employees must be insured (bonded) and may not have any felony convictions.
- Kansas Driving Report. You may be asked to sign a release that will enable us to check your driving record.

### Drug Testing

Applicants must pass a drug screen and agree to random drug screening as an employee of the bank. A Human Resources associate will provide you with the drug screening location.

### Proof of Eligibility.

All applicants must provide proof of eligibility to work. This may include a U.S. passport, Driver's License, Social Security Card, etc.