



# Branch Sales & Service Associate I (MLO)

Contact: PNC

Email: [pnc@countyjobs.careers](mailto:pnc@countyjobs.careers)  
[https://al-madison.countybuyselltrade.com/jobs/branch-sales-service-associate-i-mlo\\_cincinnati\\_65838](https://al-madison.countybuyselltrade.com/jobs/branch-sales-service-associate-i-mlo_cincinnati_65838)

Address: Cincinnati  
Price: Check with seller

**Details**  
**Apply**  
**Position Overview**  
At PNC, our people are our greatest differentiator and competitive advantage in the markets we serve. We are all united in delivering the best experience for our customers. As a Branch Sales & Service Associate , you will spend most of your time as a personal banker, engaging customers in sales conversations to introduce and promote appropriate products and financial solutions to every client. In this retail banking role, you will identify and act on opportunities to strengthen customer relationships through a defined sales process. You will make outbound calls, engage with customers in our retail branches, and educate clients on financial wellness. A Branch Sales & Service Associate helps to ensure customer financial needs are consistently met through discussions about PNC products, retail banking services, and digital technology. As a Branch Sales & Service Associate I, you will deliver a personalized banking experience by engaging our clients and the communities we serve. This position will be based in Cincinnati, OH at the Symmes Twp retail banking branch. **Job Profile** Acquires and deepens the branch customer base through a variety of proactive sales and service activities. Manages the customer experience by identifying opportunities to improve the customer's financial wellbeing. Collaborates with ecosystem partners to grow customer's share of wallet. Positions PNC solutions to drive new revenue and customer loyalty. Drives proactive sales conversations through internal and outbound interactions with a defined sales process including outbound calling, service to sales, teller interactions, appointment setting and effective lobby engagement, ultimately elevating client loyalty. Delivers a full PNC conversation with every client interaction to identify appropriate PNC solutions. Leverages ecosystem partnerships as well as community Centers of Influence to acquire, expand and retain relationships. Creates customer loyalty and grows customer share of wallet through a differentiated customer experience. Performs lobby engagement activities to connect with customers and position PNC products to meet their needs. Educates customers on options for managing financial transactions by leveraging technology, tools and resources. Applies product and procedural knowledge to identify, mitigate and solve customer problems effectively to drive customer loyalty. Manages risk through adherence to all policies and procedures, demonstrating sound judgment within established limits. Demonstrates a heightened scrutiny to identify and avoid loss. Participates in branch daily

operation, ensuring they are completed in an efficient and accurate manner. Core competencies: Manages Dis - Basic Experience Assesses and effectively manages all of the risks associated with the business operations and activities to ensure activities are in alignment with the bank's risk appetite and risk management strategy.



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