Regional Support Specialist: VantageSouth Bank has a full-time, exempt, position supporting the Outer Banks of NC. The ideal candidate serves as the primary expert and leader of branch operations and bank support in their defined region. Provides support for all bank associates by serving as contact for inquiries, issues and problems concerning deposit policies and branch operational procedures. The RSS team leads the bank to be more operationally strong, aware, and consistent by being on-site in the branches and providing immediate support and accurate responses. The RSS also identifies areas of operational weakness and works diligently to improve those areas.

Essential Functions:

- Serve as a primary contact for branch personnel in the areas of branch banking applications, including Teller and Platform applications, and general branch operations.
- Provides assigned branch offices with training, coaching and service support to ensure operational safety and soundness; and optimal service and sales delivery to bank customers
- Will be required to conduct weekly branch visits for assigned region (travel required)
- Conduct Monthly Head Teller conference calls with assigned branches
- Assist with the planning and coordinating of Quarterly Head Teller Conference
- Review Branch Audit Reviews for assigned region
- Perform Spot Check Audits in each branch in assigned region, and more frequently if needed
- Assists with development, update, and maintenance of Branch Standard Operating Procedures manuals.
- Assists in development/scheduling of teller and platform training.
- Liaisons with bank operations, technology, compliance, security and accounting departments to optimize branch performance.

Required for this position are:

- 2-year college degree in Business or related field or an equivalent combination of education and experience
- 5 years branch banking experience to include teller operations, new account procedures, and branch operations and supervision
- Excellent attention to detail, multi-tasking capabilities and interpersonal skills
- Ability to work independently and interact effectively at all levels with internal and external customers
- Proficiency with Widows PC environment with emphasis on Microsoft Office suite
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VantageSouth Bank provides a competitive compensation and benefits package; however, relocation is not offered. Qualified individuals may submit a resume no later than **April 30, 2013.**

VantageSouth Bank is fully committed to being an equal opportunity/affirmative action employer. It is our policy to offer equal opportunity to all employees and applicants for employment without regard to race, religion, creed, color, age, sex, national origin, disability, or veteran status. We value the advantages of a diverse workforce and encourage all to apply. Please note: We do not accept resumes by mail. Moreover, we accept online resumes only for positions that are open and for which we are actively recruiting. If you require reasonable accommodation for any part of the application or hiring process due to a disability, contact Human Resources at hr.recruitment@vsb.com. This option is reserved for individuals who require accommodation due to a disability.