

Relationship Assistant – Brisbane

- **Full Time Position**
- **Progressive Organisation**

Auswide Bank is a Queensland Australian based bank, where we value our people and most of all our customers. Our vision is to be a leader in retail banking in our communities.

We are looking for a Full Time Relationship Assistant with a can do attitude who has a keen eye for detail, and with a strong ability to understand process.

Your job role will be to support the Relationship Manager in the acquisition of loans from strategic Introducers and cross-sell Auswide Bank products. Specific focus on achieving an exceptional customer experience through loan file quality and minimisation of input errors.

Day to day your role will include but not limited to:

- Support the Relationship Manager in the cultivation of exceptional relationships with strategic Introducers.
- Manage & update Bank lead management systems to ensure accuracy in pipeline management and reporting.
- Assist Relationship Manager through analysis and the timely processing of customer loan applications as determined by the clients needs.
- Workshop and assess loan applications for approval in conjunction with the Relationship Manager.
- Ensure adequate adherence to Auswide Bank's consumer credit policy mitigating any exceptions to policy.
- Support Relationship Manager by being an alternative key contact for new and existing customers. This includes both proactive and reactive activities to drive a positive customer experience.

Responsibilities

- To support and compliment the Relationship Managers strategies to meet key scorecard objections.
- To meet your scorecard requirements with an emphasis on loan file quality.
- To work as an efficient team member, participate in problem solving initiatives and innovation to enhance the organisations capabilities.
- To provide exceptional customer service to existing & new customers.
- To work efficiently to achieve assigned tasks and duties in a timely manner.
- To work co-operatively and inline with the banks values with other personnel and external partners to achieve the company's objectives.
- Adhere to Auswide Bank's code of conduct.

To apply for this position or to obtain further information please contact HR via email hr@auswidebank.com.au or on (07) 41504084.

Small things. Big difference.