

HAWAII NATIONAL BANK

CAREER OPPORTUNITIES

The Human Resources Department is now accepting applications for the positions listed below. If you feel that you meet ALL OF THE REQUIRED QUALIFICATIONS and would like to apply for any of the listed positions, please fax your resume to 528-7795 or email your resume to hrinfo@hnbhawaii.com. To learn more, please contact Human Resources at (808) 528-7793. Please be prepared to be tested for job-related minimum clerical skills, to submit references from past employment and to give job notice numbers as listed below. Hawaii National Bank is an Equal Opportunity Employer. - M/F

POSITION: Business Relationship Manager, Branch Manager, Loan Officer
LOCATION: 06-035 Maui

DESCRIPTION: Develops new commercial loan customers and mortgage business as well as strengthens existing relationships. Analyzes and evaluates financial statements, underwrites and make recommendations for commercial credit. Branch Manager is also responsible for certain duties, functions or phases of operations.

QUALIFICATIONS: Bachelor's degree in finance, accounting, economics, business or previous banking experience in consumer and commercial credits, credit analysis, collections, loan structuring, documentation and loss prevention. Must have strong people skills and PC knowledge.

POSITION: Commercial Mortgage Loan Officer
LOCATION: 10-022 Mortgage Department

DESCRIPTION: Develops new commercial mortgage business as well as strengthens existing relationships. Analyzes and evaluates financial statements, appraisals, and environmental reports. Underwrites and recommends commercial mortgage loans for approval.

QUALIFICATIONS: Previous banking experience in commercial mortgage credits, credit analysis, collections, loan structuring, documentation and loss prevention required. Must have strong people and PC skills.

POSITION: Credit Analyst I/Credit Analyst II/Credit Analyst III
LOCATION: 10-005 Credit Analysis Department

DESCRIPTION: Responsible for analyzing financial statements, preparing loan memorandums, gathering information related to commercial customers, and assisting in the administration of the bank's credit policies.

QUALIFICATIONS:

Credit Analyst I: College degree in Business, Finance or Accounting preferred. Experience in credit analysis, loan structuring and documentation. Knowledgeable of various cash flow formats. Excellent written and verbal communication skills. Proficiency in Word and Excel. Ability to work effectively under pressure and to meet deadlines.

Credit Analyst II: College degree in Business, Finance or Accounting preferred. 3 years experience in financial statement analysis, cash flow analysis and preparation of credit memorandums and N-2's. Excellent written and verbal communication skills. Proficiency in Word and Excel. Ability to work effectively under pressure and to meet deadlines.

Credit Analyst III : College degree in Business, Finance or Accounting preferred. 5 years experience in financial statement analysis, cash flow analysis, preparation of credit memorandums and N-2's. Excellent written and verbal communication skills. Proficiency in Word and Excel. Ability to work effectively under pressure and to meet deadlines.

POSITION: Customer Service Supervisor/Senior Customer Service Supervisor
LOCATION: 09-054 Kalihi 10-026 Kapiolani

Customer Service Supervisor

DESCRIPTION: This position is responsible for all phases of branch operations, as determined by the Manager, including the supervision of all tellers and designated clerical personnel. This position will provide relief supervision to all branches as needed.

QUALIFICATIONS: Minimum of three years as a Customer Service Assistant, Assistant Customer Service Supervisor or similar experience. High school diploma. Must have access to own transportation. Good knowledge of operational policies, procedures and regulations. Good customer service skills and abilities. Good verbal and listening skills to communicate effectively with customers, staff and management. Ability in problem solving and decision making with moderate supervision. Ability to handle multiple assignments. Accurate typing ability and basic letter writing proficiency. 10-key by touch. Basic knowledge of wordprocessing and spreadsheets. Ability to work effectively under pressure and to meet deadlines.

Senior Customer Service Supervisor

DESCRIPTION: This position is responsible for all phases of branch operations, including the supervision of all tellers and designated clerical personnel. Personnel in this position, by virtue of their ability and experience, are better qualified to cope with the challenges of a larger combination of duties and at a greater volume. A Senior Customer Service Supervisor is familiar with all bank services and programs and is adept in handling customers. Personnel in this position are expected to display administrative leadership and be result-oriented and must have good verbal communication and listening skills. This individual shall be able to motivate and train employees. Efficiency and the easy adaptation of staff members to the changing bank environment are evidence of the quality of leadership required. This position will provide relief supervision to all branches as needed.

QUALIFICATIONS: High school diploma. Excellent knowledge of operational policies, procedures and regulations and with minimum of 3 years in management and supervisory experience. Excellent customer service skills and abilities. Good verbal and listening skills to communicate effectively with customers, staff and management. Ability in problem solving and decision making with moderate supervision. Ability to handle multiple assignments. Accurate typing ability and basic letter writing proficiency. 10-key by touch. Moderate knowledge of wordprocessing and spreadsheets. Ability to work effectively under pressure and to meet deadlines. Must have access to own transportation.

POSITION: Senior Customer Service Representative/Assistant Customer Service Supervisor
LOCATION: 10-029 Hawaii Kai

Senior Customer Service Representative:

DESCRIPTION: Position requires extensive knowledge of operational procedures and is responsible for providing supervision and customer service. Performs teller functions and other assigned duties in support to the branch. Actively participates in the management of the branch, communicating ideas and implementing changes for the betterment of the Bank. Assists in developing and training in the areas of quality customer service and product knowledge.

QUALIFICATIONS: 3 years teller experience. Extensive knowledge of operational policies, procedures and regulations. Excellent customer service skills and abilities. Ability to communicate effectively with customers, staff and management. Ability to solve problems and make decisions with minimal supervision. Ability to handle multiple assignments. Basic letter writing proficiency. Computer proficiency. Ability to comply with attendance requirements. Ability to work effectively under pressure and to meet deadlines.

Assistant Customer Service Supervisor

DESCRIPTION: Position requires extensive knowledge of operational procedures, provides an advanced level of customer service, supports areas of internal control and requires awareness of management goals, and conformance to policies. Also responsible for providing supervision. Performs teller functions and other assigned duties in support to the branch.

QUALIFICATIONS: 2 years as Senior Customer Service Representative. Extensive knowledge of operational policies, procedures and regulations. Outstanding customer service skills and abilities. Good listening skills. Ability to communicate effectively with customers, staff, and management. Ability to solve problems and make decisions with minimal supervision. Ability to handle multiple assignments. Basic letter writing proficiency. Computer proficiency. Ability to comply with attendance requirements. Ability to work effectively under pressure and to meet deadlines.

POSITION: Teller I / Teller II
LOCATION: 10-018 Bishop Street 10-100 Kihei 10-019 Kaimuki 09-050 Kapiolani

DESCRIPTION: Provides a variety of customer service functions involving the receipt and payment of money. Handles inquiries and provides services to the customers' satisfaction in accordance with the Bank's policies and procedures. Work involves constant and direct dealing with bank customers.

QUALIFICATIONS:

Teller I: High School Diploma or equivalent, six months cash-handling experience, 10-key by touch, good number skills and mathematical ability, accurate typing, basic computer knowledge, ability to communicate effectively, to work effectively under pressure and to meet deadlines.

Teller II: Same qualifications as Teller I with minimum of 1-1/2 years as Teller I, completion of Principles of Banking or equivalent, advanced level of customer service skills, ability to communicate effectively, to work effectively under pressure and to meet deadlines.

POSITION: Relief Teller I / Relief Teller II
LOCATION: 05-083 Kapiolani
(Relief Tellers will receive \$100 per month differential and reimbursement for mileage between branches.)

DESCRIPTION: Position will provide relief coverage to all branches as necessary. Provides a variety of customer service functions involving the receipt and payment of money. Handles inquiries and provides services to the customers' satisfaction in accordance with the Bank's policies and procedures. Work involves constant and direct dealing with bank customers.

QUALIFICATIONS:

Relief Teller I: High School Diploma or equivalent, six months cash-handling experience, 10-key by touch, good number skills and mathematical ability, accurate typing, basic computer knowledge, ability to communicate effectively, to work effectively under pressure and to meet deadlines.

Relief Teller II: Same qualifications as Teller I with minimum of 1-1/2 years as Teller I, completion of Principles of Banking or equivalent, advanced level of customer service skills, ability to communicate effectively, to work effectively under pressure and to meet deadlines.

POSITION: Loan Servicing Clerk I/Loan Servicing Clerk II/Loan Servicing Specialist I/Loan Servicing Specialist II
LOCATION: 10-012 Loan Services Administration/Loan Services Department

DESCRIPTION: Responsible for providing centralized loan service and processing to the bank's branches and other lending units

QUALIFICATIONS:

Loan Servicing Clerk I: High School Diploma, 10-key by touch, accurate typing, good mathematical and number skills, computer experience (Word and Excel), accurate recordkeeping skills. Ability to communicate effectively, to work effectively under pressure and to meet deadlines.

Loan Servicing Clerk II: Same qualifications as Loan Servicing Clerk I with 2 years as Loan Servicing Clerk I or related experience. Knowledge of Loan Services Department operations, functions and procedures. General knowledge of bank structure, operations, and procedures. Working knowledge of the Loan Accounting System. Ability to communicate effectively and to work effectively under pressure and to meet deadlines.

Loan Servicing Specialist I: 4 years experience in Loan Services Department or related experience. Extensive knowledge of Loan Services Department functions and procedures. Sound knowledge of the Loan Accounting System. General knowledge of bank structure, operations and procedures. PC experience (Word & Excel). 10-key by touch, accurate typing, mathematical and number skills. Ability to communicate effectively and to work effectively under pressure and to meet deadlines.

Loan Servicing Specialist II: Same qualifications as Loan Servicing Specialist I with 5 years experience in the Loan Services Department related experience. Extensive knowledge of Loan Services Department functions and procedures. Ability to communicate effectively, to work effectively under pressure and to meet deadlines.

POSITION: Credit Card Servicing Representative I / Credit Card Servicing Representative II / Credit Card Servicing Specialist
LOCATION: 09-025 Charge Card Department

Credit Card Servicing Representative I

DESCRIPTION: This position is responsible for the installation, education and overall servicing of the Bank's merchant customers while performing various other duties to support an efficient operation.

QUALIFICATIONS: Minimum of one year of general banking or related experience. Bankcard experience preferred. Ability to interact effectively with people. Excellent customer service skills. Ability to communicate effectively. Must have access to own vehicle. Ability to prioritize with strong organizational and problem-solving skills. Ability to type accurately. Attention to detail. Basic computer skills. Ability to work effectively under pressure and to meet deadlines.

Credit Card Servicing Representative II

DESCRIPTION: This position is responsible for all phases of servicing of the Bank's merchant customers and will require a high level of sales and service skills.

QUALIFICATIONS: Same qualifications as Credit Card Servicing Representative I with a minimum of one year of bankcard/merchant services experience, an advanced level of customer service skills, ability to communicate effectively with good verbal and writing skills and computer proficiency.

Credit Card Servicing Specialist

DESCRIPTION: This position is responsible for all phases of merchant servicing. This position is expected to assist with the development of the merchant program and provide an advanced level of customer service that will require a high level of sales and service skills to include knowledge and cross selling of all bank products and services.

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QUALIFICATIONS: Same as Credit Card Servicing Representative II with a college degree in Business preferred, a minimum of two years of bankcard/merchant services experience, an advanced level of customer service skills and extensive knowledge of merchant services as well as of all banking services, ability to solve problems and make decisions with minimal supervision, ability to network within the community to develop business contacts, extensive knowledge of Visa MasterCard Operating Regulations and proficiency in letter and memorandum writing skills.
