

**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](mailto: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

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**POSITION:** Regional Manager  
**LOCATION:** 10-007 Hilo Branch

**DESCRIPTION:** Responsible for the management of branch offices to include the overall growth in loans, deposits, and achieving financial and profit objectives by developing commercial loan customers and mortgage business.

**QUALIFICATIONS:** Experience in business development and commercial loan underwriting required. Strong communication skills.

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**POSITION:** Business Relationship Manager, Branch Manager, Loan Officer  
**LOCATION:** 06-035 Maui 09-024 Hilo

**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

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**POSITION:** Management Trainee

**DESCRIPTION:** Management Trainees will complete a comprehensive training program which includes credit and financial analysis as well as bank operations. Upon successful completion of the program, Management Trainees may assume managerial responsibilities in various areas in the bank, such as Commercial and Consumer Lending, and Credit Administration.

**QUALIFICATIONS:** College degree in Business, Finance or Accounting preferred. Excellent written and verbal communication skills. Strong leadership, interpersonal and organizational skills. Proficiency in Word and Excel. Ability to work effectively under pressure and to meet deadlines

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**POSITION:** Bank Operations Trainee/Officer  
**LOCATION:** 09-048 Cashier's Department

**DESCRIPTION:** Bank Operations Trainee will complete a comprehensive training program building a general banking foundation, as well as learn all phases of bank operations. Upon successful completion of the training program, the Bank Operations Trainee/Officer will provide support to branches in servicing customers as well as assist in the planning, coordinating, and implementing of Bank projects, including evaluating, and updating methods, manuals and programs.

**QUALIFICATIONS:** Bachelor's Degree in Business Administration or similar subject area, or equivalent work experience; excellent verbal and written communication skills; ability to write manuals and handbooks; ability to deal effectively and harmoniously with branches and other departments and communicate with managers and employees at all levels; computer proficiency (Word and Excel); must have own car to travel to branches and departments as required; ability to work effectively under pressure and to meet deadlines.

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**POSITION:** Credit Analyst I/Credit Analyst II/Credit Analyst III  
**LOCATION:** 10-001 Loan Services Administration/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.

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**POSITION:** Customer Service Supervisor/Senior Customer Service Supervisor  
**LOCATION:** 09-054 Kalihi (Oahu)

**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.

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**POSITION:** Teller I / Teller II  
**LOCATION:** 09-032 Honolulu 10-100 Kihei

**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.

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**POSITION:** Merchant Representative I / Merchant Representative II / Merchant Specialist  
**LOCATION:** 09-025 Charge Card Department

**Merchant 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.

**Merchant 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 Merchant Representative II 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.

**Merchant 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.

**QUALIFICATIONS:** Same as Merchant 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.

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**POSITION:** Credit Clerk I/Credit Clerk II/Credit Clerk III  
**LOCATION:** Credit Administration

**Credit Clerk I**

**DESCRIPTION:** Responsible for various clerical duties and for rendering general assistance whenever needed.

**QUALIFICATIONS:** High School diploma or equivalent, good mathematical and number skills, computer experience (Word and Excel), accurate typing, 10-key by touch, and the ability to communicate effectively, to work effectively under pressure and to meet deadlines.

**Credit Clerk II**

**DESCRIPTION:** Responsible for various clerical duties, preparing reports for circulation and for rendering general assistance whenever needed.

**QUALIFICATIONS:** Same as Credit Clerk I with two years as Credit Clerk I or related experience.

**Credit Clerk III**

**DESCRIPTION:** Responsible for various clerical duties, for recording, preparing and following up on reports for circulation and for rendering general assistance whenever needed.

**QUALIFICATIONS:** Same as Credit Clerk II with two years as Credit Clerk II or related experience.

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