

Rabo AgriFinance Job Profile



Personal Details		
Job Title: Relationship Support Specialist – LEVEL ONE	Division: RAF	Department: Relationship Management
Job Holder:	Grade/Level: Non-Exempt Grade 5	Location:
Reporting Structure: (Functional) Name: Title: Team Leader	Reporting Structure: (Hierarchical) Name: Title:	No. of Reports: Direct: Indirect:
Version Number: 1	Date: (Date agreed or when significant changes are made to the Job Profile) 5.15.2012	Full or Part-time Status: Full Time

Job and Context
Job Overview/Purpose: Primary responsibilities will be to build and own the customer loan package, and assist with coordination and delivery of a complete loan package to the loan closing group. Additionally will serve as a support specialist for the RM, RA and loan operations from loan application to funding, throughout the loan servicing process (renewals, amendments), and to assist with cross sell initiatives (treasury management, crop insurance and global financial markets). Also responsible for abiding by commercial policies and relevant regulations, in order to optimally support the lending process and enable RM's and RA's to focus on their respective core functions.
Context of Job: (A short description of the Department in the context of Rabobank International/Regional Branch and how the Job Holder fits into this structure and is able to contribute) RAF is a wholly owned subsidiary of Rabobank International. This position is a support role for departmental success regarding a smooth and accurate process in the customer building operation of the Relationship Management department for the RAF division, the rural lending arm of Rabobank International in the US.
Authorisation/Sign-Off Levels: To be completed where the Job Holder has responsibility for the following areas: Non applicable

--

<p>Job Requirements</p>	
<p>Key Responsibilities and Accountabilities: (Between 6-12 statements explaining the principle elements/key areas of responsibility of the role including description of any key activities and or duties. Line Managers accountabilities should focus on risk, quality and people management)</p> <ul style="list-style-type: none"> • Prepare CRM reports, and enter CRM database to assist RM’s client and prospect documentation and calling efforts. • Interact with the Relationship Analysts and Relationship Managers to ensure applications are prepared in conformity with RAF Credit Policy and prudent business standards so as to achieve overall RAF credit quality objectives • Provide written and oral communication with customers and third party relationships. • Provide customer support and knowledge that promotes long-term customer relationships. • Prepare supporting collateral and credit needs schedules within the database to assist the Relationship Analysts and Relationship Managers in evaluating, recommending, and closing loan applications. Assist the Relationship Analysts in monitoring budgets and issuing CAAs of each customer within their assigned portfolio. • Perform all other duties designated by the supervisor. • Must be familiar with and comply with laws, regulations and internal policies and procedures that are applicable to required job duties. • Understands and complies with all RAF and Rabobank anti-money laundering, compliance, and all other applicable laws. 	
<p>Key Relationships: (Key internal and external contacts e.g. clients, suppliers, internal Rabobank teams)</p> <p>Internal: Internal RAF teams</p> <p>External: Clients, Insurance Agents and local service agencies</p>	
<p>Key Performance Indicators: (Measures of successful performance in the role relating to the Key Accountabilities and In Control indicators)</p> <ul style="list-style-type: none"> • Processes information logically and is able to use the result in appropriate business applications to meet the requirements of the job. Handles normal and extraordinary situations well. • Identifies potential risks early in the process, and seeks solutions from pertinent parties, to expedite customer closing process. • Contributes knowledge to be used in business decisions; understands and achieves business goals. • Organizes work; works effectively and efficiently, prioritizes work and anticipates customer needs. Manages multiple projects simultaneously with good results • Shares information and knowledge appropriately. Is fully effective in communicating with others. Writes clear, logical, and concise correspondence. Seeks additional information for clarification. • High level of commitment. Extends extra effort to ensure customers are treated according to RAF Mission Statement and policies. Provide support to team members. 	

<p>Job Specifications</p>	
<p>Core Competencies: Analytical Skills/Problem Solving</p>	<p>Job Skills and Knowledge: (Any specific skills or knowledge that a person is required to possess to carry out the job effectively)</p>

Rabo AgriFinance Job Profile



<p>Business Objectives Planning & Organization Customer Service/Teamwork</p>	<p>and be fully competent e.g. product/system knowledge, products need to sell) Essential:\ Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Be a self starter through mastery of reading and executing office procedures and RAF policies related to job function • Write proficiently in business correspondence within RAF including file documentation, communication with other RAF functions and third parties in the closing process • Effectively present information and respond to RAF staff within your team and throughout the RAF organization. • Show proficiency in mathematical calculations necessary to the job function including CRM data entry, analyst reports, draw requests and loan inquiries. Solve practical problems and deal with a variety of situations using tact, common sense understanding and reasoning. <p>Desirable: (Optional)</p>
<p>Development Value: (Skill and knowledge development within the role. Opportunities for future career development)</p>	<p>Qualifications: (Any essential qualifications that a person is required to possess) Essential:</p> <ul style="list-style-type: none"> • High school diploma or GED with 4 – 6 years of commercial or consumer loan processing and documentation, and/or legal experience. • Computer proficiency with MS Word and Excel required. Must possess good human relation and communication skills. Must be detail oriented and work with a high degree of accuracy. • Satisfactory completion of RAF compliance training and other courses as assigned. • While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and color vision. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Rabo AgriFinance Job Profile



	Desirable: (Optional)
--	------------------------------

Dependant upon region include information on the following areas:

- ~ Job Family
- ~ Regulator Information (Controlled function/Supervisor etc)
- ~ Organisation Chart
- ~ Reference No.
- ~ Salary Scale