



## **Global Consumer & Small Business Banking**

### **Assistant Manager Associate (AMA)**

#### **Our Business:**

Bank of America serves more than 38 million consumer and small business relationships in the nation's fastest-growing and most diverse communities. Sales, service and fulfillment are provided through more than 5,800 banking centers and nearly 17,000 ATMs in 29 states and the District of Columbia. We also offer our customers the leading online banking service in the United States, with more active online bill payers than all competing banks combined, as well as a 24-hour telephone banking service that earns high ratings for speedy and easy self-service.

#### **Overview:**

Bank of America has an exciting and rewarding Assistant Manager Associate (AMA) career opportunity for students and recent graduates of various majors and backgrounds (including Liberal Arts, Humanities, Marketing, Business, Retail Management, Economics, Psychology, Sociology, etc.). As an Assistant Manager Associate, your first assignment will be to perform in the role of a Personal Banker in our retail branch environment. Personal Bankers are responsible for selling financial products and services to establish, retain, and deepen relationships with banking center customers. Personal Bankers play a critical role in providing retail banking center customer service and helping the center achieve product sales goals. They are also responsible for opening deposit accounts, taking loan applications, responding to customer inquiries, resolving issues and selling the overall product lines. As you demonstrate performance excellence as a Personal Banker, additional learning opportunities will be introduced to develop your leadership, coaching, and operational efficiency skills. The end result of your success and efforts will be your promotion to an Assistant Manager with full responsibility for managing branch service, operations, and a team of tellers. We accept resumes year-round with start dates scheduled on a quarterly basis.

#### **Qualifications:**

- A Bachelor's degree
- The ability to develop and maintain customer relationships through superior customer service
- The ability to pass the company sponsored assessment
- Experience working in a sales environment with achievable sales goals
- Availability to work various Saturdays

#### **Training:**

This unique three-phase training program has been designed to develop associates into world class Assistant Managers with exceptional skills in business ownership, leadership, operations, and coaching that drive increases in customer delight, associate satisfaction, and business growth. Training resources include peer coaching, web-based training curriculum, classroom training modules, self-study, and on-the-job training.

#### **Locations:**

Opportunities are available in the following metropolitan areas: Hartford, CT; Providence, RI; Boston, MA; New York, NY; Miami, FL; Washington, DC; Philadelphia, PA; Atlanta, GA; Dallas, TX; Houston, TX; Phoenix, AZ; Tucson, AZ; San Diego, CA; Irvine, CA; Riverside, CA; Los Angeles, CA; San Francisco, CA; San Jose, CA; and Seattle, WA.