

## Banking & Financial Systems

### Chapter 12: Banking Careers and Workplace Skills—Glossary

**abstractor.** A bank employee who searches real-estate records for details related to an assigned task.

**accountant.** A bank employee who is responsible for creating and maintaining accurate financial records for the bank, including transactions, paying taxes and fees, and maintaining required public records.

**accounting manager.** A bank employee who is responsible for the functions of the accountants and auditors in the bank.

**auditor.** A bank employee who verifies the bank's processes and procedures, checking for errors, mismanagement, and fraud.

**bill and account collector.** A bank employee who is responsible for getting customers to make overdue payments.

**branch manager.** A bank employee who oversees the day-to-day activities of one branch of the bank; also called an *operations manager*.

**Certified Bank Teller (CBT).** A certification available to tellers from the Institute of Certified Bank Tellers that is earned by demonstrating expertise on a standardized examination.

**chief executive officer (CEO).** A bank executive who is appointed by a corporate board of directors and is accountable to the corporation's stockholders, the public it serves, and legal authorities for the actions of the bank.

**chief financial officer (CFO).** A bank executive responsible for financial planning, control, and record keeping for the bank.

**chief information officer (CIO).** A bank executive involved in the technology the bank currently uses and responsible for solving issues with implementing new technology.

**chief operating officer (COO).** A bank executive responsible for the bank's daily operations and performance.

**chief technology officer (CTO).** A bank executive responsible for developing new technology for use by the bank.

**communication.** The exchange of ideas, thoughts, and information.

**compliance officer.** A bank employee who ensures the bank follows all state and federal laws and regulation, and implements strategies for compliance and reporting.

**credit analyst.** A bank employee who looks at the creditworthiness of loan applicants.

**credit counselor.** A bank employee who provides advice to a client on how to manage and reduce debt.

**customer service representative (CSR).** A bank employee who is a link between the customer and the bank and assists the customer in resolving issues.

**data processor.** A bank employee who deals with the management of digital information.

**debt counselor.** A bank employee who provides advice to a client on how to manage and reduce debt; also called a *credit counselor*.

**ergonomics.** The science of adapting the workstation to fit the needs of the worker and lessen the chance of injury.

**examiner.** A bank employee who searches real-estate records for details related to an assigned task.

**human resources (HR) manager.** A bank employee who recruits new employees, ensures employees receive proper training, and enforces the bank's employment policies.

**information technology (IT) manager.** A bank employee who implements the policies and procedures set by the chief technology officer (CTO) or chief information officer (CIO) and directs the work of the IT technicians.

**interpersonal skills.** How someone handles interactions with other people; also referred to as people skills.

**leadership.** The ability to lead others to achieve goals or complete tasks.

**lending officer.** A bank employee who evaluates applications for loans or lines of credit; also called a *loan officer*.

**loan officer.** A bank employee who evaluates applications for loans or lines of credit.

**loan processor.** A bank employee who works with the lending officer to collect all of the required information from the individual or business applying for a loan.

**mortgage banker.** A bank employee similar to a lending officer who deals only with mortgage loans.

**nonverbal communication.** Sending and receiving messages without using words, such as through body language, facial expressions, and posture.

**operations manager.** A bank employee who oversees the day-to-day activities of one branch of the bank.

**president.** A bank executive who often serves in the role of CEO or COO.

**probate law.** Pertains to settling the financial affairs of a person after he or she has died.

**problem solving.** The ability to analyze a situation or information, synthesize the material into a cohesive position, and creatively determine a solution or action.

**public relations manager.** A bank employee who is responsible for creating a positive image of the bank, including the design and implementation of promotions, coordination of sponsorship, and providing information to journalists.

**public relations specialist.** A bank employee who carries out the policies and procedures outlined by the public relations manager.

**punctuality.** Showing up on time.

**repossession agent.** A person whose job is to take possession of property, such as a car, when payments have not been made for a period of time and turn the property over to the bank.

**self-esteem.** A sense of worth.

**team.** A group of people with similar or complimenting skills who share a common purpose.

**teamwork.** Working with others to achieve a common goal.

**teller.** A bank employee who is responsible for conducting transactions between the bank and the customer.

**title researcher.** A bank employee who searches real-estate records for details related to an assigned task.

**trust.** A legal document that defines a customer's assets and how those assets should be handled.

**trust officer.** A bank employee responsible for providing customers with financial products and trust services.

**underwriter.** A bank employee who reviews loan applications and approves or denies a loan.

**verbal communication.** Sending and receiving messages through speaking, listening, and writing.