



## Job Posting

**Job Title:** Universal Banker  
**Location:** Belle Plaine  
**Posting Date:** December 16, 2020

### **Job Summary**

This position will offer outstanding customer support by understanding the customers' financial needs, recommending the right products and services. In addition, the Universal Banker is responsible for completing a variety of teller and retail banking transactions.

### **Primary Duties and Responsibilities**

- Provide customer service by opening new accounts, explaining options and actively cross-selling bank services.
- Maintain up to date knowledge of products, services.
- Process customer transactions; CD renewals, deposits, withdrawals, payments, cashiers checks/money orders, gift and travel cards.
- Answer questions and solve any customer problems or account maintenance, online banking, safe deposit box, stop payments, wire transfers, etc.
- Assist with department maintenance and ensures compliance with applicable laws in the Retail Services area.
- Provide account information to customers via phone, mail or in person.

---

### **Qualifications**

#### Education/Experience

- High School diploma or equivalent
- Retail Banking experience preferred

#### Knowledge, Skills, and Abilities

- Excellent customer service and interpersonal skills required
- Proficiency with Microsoft Word, Excel, Outlook, Windows and internet
- Experience working in a team environment and developing relationships
- Strong organizational skills with attention to detail
- Problem solving and analytical skills to resolve issues in the department or for customers.
- Ability to communicate (orally and in writing)
- Ability to maintain discretion and confidentiality
- High level of accuracy and timeliness