



Job Posting

Job Title: Universal Banker

Location: Mankato

Posting Date: May 10, 2024

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

- Develop and maintain courteous and professional relationships with customers while opening new accounts, explaining options and actively cross-selling bank services
- Maintain up to date knowledge of product and services
- Process customer transactions; CD renewals, deposits, withdrawals, payments, cashiers checks/money orders, gift and access cards
- Answer questions and solve customer problems or account maintenance, online banking, safe deposit box, stop payments, wire transfers, etc.
- Assist with department maintenance and ensure compliance with applicable laws in the Retail Services area
- Balance cash drawer within established limits and follow security methods for handling cash and negotiable items
- Operate teller department equipment competently: coin counter, coin roller, currency counter, encoders, Branch Capture, and computer systems
- Knowledgeable of the Bank Secrecy Act and comply with all Federal regulations.
- Provide account information to customers via phone, mail or in person
- Provide timely feedback to the bank regarding service failures or customer concerns
- Assists in controlling the entry and exit of customers in the safe deposit area
- Follow bank policies and procedures that are set forth in the Universal Banker/Teller Policy
- Perform other tasks as required or assigned by managers

Qualifications

Education/Experience

- High School diploma or equivalent
- Retail banking – 1 year experience required.
- New accounts experience preferred.
- Fiserv 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

First National Bank Minnesota is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender, sexual preference or orientation, gender identity, national origin, disability, protected veteran status, and all other protected statuses.