



## Job Posting

**Job Title:** Universal Banker

**Position Type:** Full Time

**Location:** Belle Plaine

**Posting Date:** January 24, 2025

### **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 and actively promote
- Efficiently and accurately process customer transactions including but not limited to new and maturing CDs, deposits, withdrawals, transfers, payments, cashier's checks and bond redemptions while maintaining customer confidentiality
- Answer questions and solve customer problems regarding but not limited to account information, debit/ATM cards, online and mobile banking, safe deposit box, stop payments, wire transfers
- Perform department and customer maintenance
- Greet and direct customers in a timely and professional manner
- 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, teller/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 within the Retail Department including the UB/Teller Policy to ensure compliance with all laws and regulations and rules
- Maintain records and reports per the retention schedule
- Retail-Backup to Deposit Operations Specialist to assist with proficiently handling incoming calls and/or ensure calls are directed to the appropriate associate
- Other tasks as required or assigned

**Qualifications:****Education/Experience**

- High School diploma or equivalent
- 1 year Retail Banking experience required

**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

**Salary Range:** \$18.00 - \$25.00 per hour depending on years of experience and credentials

**Benefits:**

- PTO
- Health, dental, and vision insurance
- HSA match program
- Disability Insurance
- Life Insurance
- 401 (k) match program
- Paid holidays
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