



Job Posting

Job Title: Lead Universal Banker

Position Type: Full Time

Location: Mankato

Posting Date: January 7, 2026

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. Responsible for an efficient and effective operation of the Retail Banking Department.

Primary Duties and Responsibilities:

- Supervise all areas of the Retail Banking Department and provide Leadership and guidance for staff
- Works closely with staff to ensure that the level of quality customer service consistently exceeds the customer's expectations. Ensures that the staff professionally, knowledgeably, courteously and accurately handles customers transaction and inquiries whether in person, by phone or email.
- Ensures staff has appropriate training and other resources to perform their jobs and are adequately trained and knowledgeable of bank products, services, procedures and bank regulations. Assist staff in handling complex transactions and resolving problems.
- Works closely with staff to ensure that opportunities for cross-selling products, initiating customer calls, marketing of bank products, and referrals to other departments are made
- 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
- 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, and wire transfers
- Perform department and customer maintenance
- Efficiently and accurately process customer transactions including but not limited to new and maturing CD's, deposits, withdrawals, transfers, payments, cashier's checks and bond redemptions while maintaining customer confidentiality
- 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
- Assist with updating departmental procedures
- 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 with account opening and/or Bank Operations experience required
- Supervisor or Leadership experience preferred

Knowledge, Skills, and Abilities

- Excellent customer service and interpersonal skills required
- Strong computer skills and 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 and ability to multi-task and prioritize tasks and projects to meet deadlines
- 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
- Ability to make good decisions under stress in a fast-paced environment

Salary Range: \$49,000 – 66,000 annually 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

First National Bank Minnesota is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, pregnancy (including childbirth, lactation and related medical conditions), mental or physical disability, and veteran status or any other classifications protected by federal, state or local law.