Job Posting

Job Title: Universal Banker
Position Type: Full Time
Location: Belle Plaine
Posting Date: November 12, 2026

Job Summary:
This position will offer outstanding customer support by understanding the customers' financial needs, recommending the right products and services. In addition, Universal Bankers are 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 products 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 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 of retail banking experience required
- 1 year of new account opening 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: $19.00 - $26.00 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

To apply please visit: https://fnbmn.bank/Careers

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.