



Job Title: Universal Banker

Location: Francesville

Position Type: Full-time

Days/Hours of work: Monday-Thursday 8:00 a.m.- 4:30 p.m., Friday 8:00 a.m. – 5:00 p.m.
Saturday 8:00 a.m.- Noon

Department: Retail

Reports to: Office Manager

Classification: Non-Exempt

Summary

Responsible for focusing on client solutions to their banking needs while processing transactions and following established bank policies and procedures. Deliver a positive client experience with each interaction.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Operate cash drawer and accurately process client transactions
- Promote the bank's products and services through referrals
- Provide solutions to clients' needs via phone and face-to-face interactions
- Contribute to a positive working environment that facilitates exceptional service, expanding profitable client relationships and employee engagement
- Strive to meet/exceed established Office and individual goals while taking ownership of achieving those goals
- Follow policies and procedures to protect the bank from risk and exposure
- Participate in volunteer activities
- Ensures continuous training and development for self

Competencies

- Building Relationships.
- Problem Solving.
- Accuracy.
- Attention to Detail.
- Identify Client needs.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment & Physical Demands

This position may require travel by vehicle to Alliance Bank Offices dependent on staffing needs. This job also operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones and photocopiers. This position requires manual dexterity and the ability to lift files. This position requires bending, stooping or standing as necessary.



Education and Experience

- High school diploma or equivalent required.
- No experience required; customer service preferred.

AAP/EEO Statement

Alliance Bank is an Equal Employment Opportunity Employer.