



# ALLIANCE BANK

An Equal Opportunity Employer

## POSITION TITLE: **Universal Banker**

### **SUMMARY**

Provide clients with knowledgeable solutions to their banking needs. Responsible for generating new and maintaining current client relationships while providing service at the highest level. Position is one of integrity and confidentiality.

### **TYPICAL DUTIES:**

- This position will have the ability to: Open Consumer Accounts – Checking, Savings, CDs; ability to place client check orders, Wire Transfer/s, cash checks, make deposits and run Smart Branch, as well as, close checking and/or savings accounts and print debit cards from station as well as create PIN. Duties will also include assisting clients with Safe Deposit Box and with client account reconciliation and overdrafts, when necessary.
- The Banker will be able to sell and sign Cashier's checks, sell Money Orders and order prepaid cards: Gift and Travel cards. This position will be able to close CDs at station/window as well as process IRA contributions.
- A function and duty of this position will be to balance cash drawer and maintain monetary logs. This position will also complete CTRs, when required, with assistance, as well as complete account file maintenance form and balance ATM.
- All Alliance Bank employees, including Banker, are required to stay up-to-date on compliance issues, including but not limited to: Holds, Privacy, Stop Payments.
- Client service is a primary function – we will answer the phone promptly & courteously and direct calls to the appropriate person.
- This position will have the ability to scan, index and view documents. This position will also assist customer with minor Online/Mobile Banking questions and complete online/Mobile Banking Training. The Banker will have the ability to complete file maintenance on client's accounts.
- Banker will promote marketing initiatives/products and cross sell bank products using system to make referrals; in addition, refer clients to other bank departments or personnel as appropriate.
- Participate in bank designated community activity/s
- Be willing to take on new responsibilities and challenges

**In addition**, represent the bank to the customer in a courteous and professional manner, and provide prompt, efficient and accurate services in the processing of transactions.

### **EDUCATION AND EXPERIENCE**

High school diploma or general education degree (GED) and one to two years retail banking experience.

