

UNIVERSAL BANKER

Salary Classification: *Universal Banker*
Salary Range: *\$17.00 – \$27.00*
Exemption Status: *Non-Exempt*

REPORTS TO: Branch Officer or Assistant Manager

1. PURPOSE OF THE POSITION

Provides various services to customers that involve paying and receiving of currency, negotiable instruments and transaction processing at teller windows. Provides accurate, efficient and courteous customer service. Promote and sell the Bank's products and services; provide prompt, courteous and efficient customer service; participate in and contribute to the efficient operation and security of the branch facility.

2. RESPONSIBILITIES/AUTHORITY

In strict adherence to established operating and security procedures, responsibilities include

a. General

Monitors adherence to all established operations and procedures

Greet and interview customers to determine financial needs, including opening various types of accounts and teller transactions

Performs other duties as requested by the Branch Officer and/or Assistant Manager or as required for efficient operation and business promotion of the Branch

Performs transactions including paying out money upon verification of signatures and customer balances; cashing checks; deposits; loan payments; customer cash advances; signing official checks as assigned; order, prepare & receive Fed shipments; balance onsite and offsite ATM; provide teller overrides as applicable; alarm testing & opening all clear signal; perform monthly surprise audits; maintain monthly required reports and maintain shredded teller work

Proves work processed daily, scans checks and forwards work to appropriate personnel

Processes mail and night drop transactions

Accepts debit card applications and issues debit cards to customer

Perform all duties relating to certificate of deposits

Keep log book on vault openings and closing times

Check all drawers at night and perform opening & closing duties of the branch

Must comply with all requirements for currency transaction reports, dual control and joint access procedures and security procedures

Must comply with all requirements of the Bank Secrecy Act

3. ESSENTIAL PHYSICAL REQUIREMENTS

Unimpaired hearing, vision, speech, movement

Must have the mobility for constant movement between files and work stations

Must have ability to operate a computer keyboard and standard office equipment while understanding the customer service banking technology

4. RELATIONSHIPS

a. Internal

Branch personnel

Branch Officer

Training Manager

All other bank departments & personnel

Senior Management Team

b. External

Customers

Police and Fire Departments

Protection service companies

Armored car companies in relation to cash shipments and other deliveries

5. REQUIREMENTS

High school diploma or equivalent

Technical Banking Courses; college degree desirable

Will be required to complete Principles of Banking course within 12 months after date of hire

Notary Public

Revised 1/2024