

UNIVERSAL BANKER

Job Description:

The Universal Banker plays a vital role in our bank's commitment to provide exceptional customer service, build long-lasting relationships and help customers achieve their financial goals. The Universal Banker must be able to deal with any customer on any financial need in a professional and knowledgeable manner. They will handle various teller transactions, open customer's deposit accounts and resolve customer service issues in-person, via email or by phone.

The Universal Banker is accountable for proactively selling consumer and commercial depository products and services to customers and prospects. They are responsible for opening, closing and performing maintenance on deposit accounts and services – and managing all documentation related to the account or service. They are trusted with creating a positive experience in our lobby – meeting and greeting each client. Universal Bankers are relied upon to resolve customer service needs effectively while delivering friendly customer service and ensuring the highest level of customer satisfaction. They will participate in banking promotions, events, community outreach and planning of additional marketing projects. Universal Bankers will continue to develop and improve their skills through regular feedback discussions with their manager. This position reports to the Branch Manager.

Primary Responsibilities/Duties:

- Develop and maintain customer relationships by providing exceptional customer service at all times
- Efficiently process teller transactions
- Comply with FLB's established procedures and policies, complete all required training
- Open and close deposit accounts for customers
- Perform account maintenance and provide solutions to customer service related inquiries
- Work with Client Services team to facilitate set-up, installation and implementation for Cash Management products and services
- Grow accounts through cross-selling, networking and other outside sales activities
- Knowledgeable on all deposit products and services including promotional products
- Contribute to branch and bank goals by promoting the bank's products and services
- Other responsibilities and duties as assigned

Required Skills/Qualifications:

- Superior customer service and communication skills (verbal and written)
- Effective selling and cross-selling skills
- Professional and polished demeanor
- Accuracy and attention to detail
- Team player, willing to help all associates
- Demonstrate initiative and ownership, ability to solve problems
- Capability of working with clients who may have time restraints
- Ability to handle multiple responsibilities, using time management skills to plan and prioritize tasks
- Proven ability to effectively interact with others, forge relationships with clients and employees
- Adaptability, willingness to learn, work overtime if needed
- Intermediate Microsoft Office Skills; Outlook, Word and Excel

Desired Skills/Qualifications:

- One year of cash handling, customer service or prior banking experience
- Ability to maintain high level of confidentiality
- High School Diploma

FIRST LIBERTY BANK IS AN EQUAL OPPORTUNITY EMPLOYER – M/F/Vets/Disabled

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: Sitting or standing for long periods of time, walking, finger dexterity, repetitive motions, talking, hearing and visual acuity. Professional office environment. Occasional lifting of storage boxes.

Revised 11/16/2021