

UNIVERSAL BANKER – FLOATER

Job Description:

The Universal Banker-Floater (UB Floater) 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 UB Floater must be available to work in any branch location and flexible to work an opening shift or closing shift as needed. They must be able to deal with any customer on any financial need in a professional and knowledgeable manner. They will handle various teller transactions, provide support for Operations Department through various duties, open customer's deposit accounts and resolve customer service issues in-person, via email or by phone.

The UB Floater is accountable for proactively selling consumer and commercial depository products and services. 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. The UB Floater is relied upon to resolve customer service needs effectively while delivering excellent customer service to ensure the highest level of customer satisfaction. They will participate in bank promotions, events, community outreach and additional marketing projects. They will develop and improve their skills through regular feedback discussions with their manager. This position reports to the Oklahoma City Branch Manager.

Primary Responsibilities/Duties:

- Travel to branches to provide UB or Teller coverage as needed (with paid mileage)
- Efficiently process teller transactions
- Provide teller coverage to Operations department in Oklahoma City as needed
 - Process Night Depository and Mail Transactions
 - Process change-order requests
 - Open/Sort lockbox mail correspondence
 - Scanning of internal documents
- Develop and maintain customer relationships by providing exceptional customer service at all times
- Resolve customer service issues in person, via email or by phone
- Comply with FLB's established procedures and policies, complete all required training
- Open and close deposit accounts; perform maintenance and provide solutions to customer inquiries
- Work with Client Services to facilitate set-up, installation and implementation for Cash Management services
- Knowledgeable on all deposit products and services including promotional products; grow relationships through cross-selling, networking and other outside sales activities; contribute to branch and bank goals by promoting bank's products and services
- Other responsibilities and duties as assigned

Required Skills/Qualifications:

- Superior customer service and communication skills (verbal and written)
- Bank teller experience or cash handling skills; Capability of working with clients who may have time restraints
- Effective selling and cross-selling skills
- Professional and polished demeanor; Accuracy and attention to detail; Adaptability; Willingness to learn
- Team player, willing to help all associates;
- Demonstrate initiative and ownership, ability to solve problems
- 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
- Must be able to work flexible schedule to open or close the Bank(s) and travel to all branch locations when needed (open shift 7:15-4:15; closing shift 8:45-5:45); Work overtime if needed
- Intermediate Microsoft Office Skills; Outlook, Word and Excel

Desired Skills/Qualifications:

- Ability to maintain high level of confidentiality
- High School Diploma

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. Frequent lifting of coin boxes and occasional lifting of storage boxes.