

Universal Banker – Lindsborg

Job Summary

Must have strong ties to the Lindsborg community and be active in various organizations and committees in order to promote the bank and gain market share. Assess and handle customer banking needs and process customer/account information. Use relationship expansion methods to gain bank deposit/loan products and services. Devote time to building long-term relationships with customers to deepen the understanding of their needs and recommend appropriate products and services and/or referring the customer to other First Bank Kansas staff as needed. Advanced understanding of internet products is required as well as assisting Call Center and Teller line daily. Handle complex customer service issues in absence of a supervisor or as directed.

Primary Banker Description and Duties:

- Promote BaZing Checking program including customer follow-ups
- Understand and explain all deposit products, services available to customers, and assist in the selection of the most appropriate one for their needs
- Open personal, business, and tax favored accounts and prepare all necessary related documentation
- Assist customer with requests, concerns and researching account problems
- Develop customer relationships by placing phone calls, visiting businesses, etc.
- Maintain a teller drawer and perform all overflow teller transactions
- CoreCD efficiency to retain customers as well as attract new money for CD accounts
- Assist Call Center with all inbound calls on a routine basis and as requested
- Understanding of disclosures, regulations, and when to give to customer to ensure compliance

Secondary CSR Job Description and Duties:

- Receive deposits, verify cash/endorsements, issue receipts while following all cash handling guidelines
- Accept checks for cashing, verify endorsements, identify customer, ensure validity
- Accept non-cash items for collection
- Utilize proper procedures for issuing Cashier Checks
- Expand customer relationships by recommending bank products and services to each customer
- Assist with night depository and mail
- Prepare change orders for commercial customers
- Balance and audit vault as assigned
- Follow all regulations (ie Reg CC, E, etc.)
- Assist with training/cross training of new CSRs when requested
- Know all deposit products and services available to customers and assist with their questions

General Job Description and Duties:

- Responsible for business development
 - Calling on existing and prospective customers on a regular basis with or without others and with or without a referral
 - Listening for opportunities to cross sell other bank products and services
- Participate in an aggressive training process to provide you with the knowledge and tools to cross-sell business banking services and other bank products.
- Participate in community affairs to increase the bank's visibility and to enhance new business opportunities throughout the First Bank Kansas trade territory
- Promote an atmosphere of professionalism
- Exercise a strong work ethic needed to achieve success for yourself, the department and bank
- Provide exceptional customer service to both external and internal customers
- Greet customers as they enter the bank, direct them appropriately to applicable department or person as necessary
- Provide support to other staff members including other departments as directed
- Verification of account maintenance performed by self and others as assigned
- Assure that signs and promotional materials are properly displayed
- Provide backup support at other branches as needed including potential travel
- Have a deep knowledge and ability to explain and utilize internet banking products for consumer, commercial and internal customers
- Complete necessary forms for customers to have their payroll direct deposited
- Scan bank documents and correspondence as needed
- Help create and implement contests and activities to keep branch engaged in exceptional customer service as assigned
- Effectively drive score card metrics
- Participate in all external and internal training applicable to your role as assigned
- Participate and engage in staff meetings and lead meetings if directed by manager/supervisor
- Proper phone etiquette answering inbound calls and return all missed calls within 48-hour time frame
- Deep understanding of the training page and resources available to perform all facets of role
- Organize new account packets as assigned
- Use of Cisco Jabber and E-mail effectively to communicate with customers and peers
- Responsible for cards, flowers and memorials as directed by bank management
- Make recommendations to manager about possible methods to improve the department
- Participate in community affairs to increase the bank's visibility and to enhance new business opportunities

Job descriptions are subject to change based on the needs of the customers, the bank and your team members. Your specific schedule is determined by your supervisor based on these same needs and the hours of operation for your branch. Should your branch hours or transaction volume change, it may be necessary for your supervisor to adjust schedules accordingly.

This position is 40 hours per week and includes Saturday rotation.