



## JOB DESCRIPTION

### Position: Personal Banker I

**Position Description** The primary purpose of the positions within the Personal Banker Job Family is to contribute to the overall success of 1st State Bank by delivering exceptional customer service. These positions are the face of 1st State Bank and will ensure the care of our customers is the top priority in each interaction. Personal Bankers grow to be knowledgeable and have a deep understanding of both business and personal accounts and services, in order to provide real advice and solutions, tailored to the customer's individual needs.

**Position Summary** This position will establish a basic knowledge and understanding of both business and personal accounts and services, with little to no experience previous, while continuing to develop in the Personal Banker role. As Personal Banker I, this position will possess strong customer service skills. Process transactions in Integrated Teller. Count and balance a cash drawer. Learn SCO to process proof. Work closely with customers to resolve issues and deepen relationships.

#### **Duties/Responsibilities**

- Complete customer transactions accurately
- Maintains and balances a cash drawer
- Follow 1<sup>st</sup> State Bank policies, procedures, compliance, and security practices consistently
- Assists with, and simplifies problem resolution
- Assists with branch operational activities and responsibilities
- Actively works to retain and deepen existing customer relationships by understanding their real needs and providing real solutions
- Contact customers in various ways, including telephone, email, and in-person visits, for follow-up and for pursuing new opportunities
- Completes scheduled training and reviews updates to stay current with policies, procedures, compliance and industry changes
- Processes proof work through back counter capture software
- Understand electronic banking options and assist customers with online banking, bill pay, and mobile banking
- Identifies and refers business opportunities to business lenders, cash management, mortgage lenders, and public funds
- Supports a friendly and inviting atmosphere at the branch for fellow employees and customers
- Performs other duties as assigned.

#### **Required Skills/Abilities**

- Strong customer service orientation
- Excellent written and oral communication skills
- Strong attention to detail
- Must be a team player, willing to help out where ever there is a need
- Demonstrated analytical and problem-solving skills
- Ability to think creatively about business challenges and demonstrate initiative
- Ability to maintain confidentiality
- Time management skills, able to prioritize tasks and multi-task successfully
- Proficient with Microsoft Excel, Word and Power Point.

#### **Qualifications**

- Bachelor's Degree (preferred)
- High School or GED (required)