

## **Universal Banker**

### **Important day-to-day responsibilities include:**

- Provide an extraordinary customer experience for all those you come in contact with.
- Process financial transactions accurately and efficiently, using a cash recycler.
- Open new accounts and execute 7-90 process for all new customers.
- Maintain targeted cross sales ratios on new and existing customers.
- Assist customers with non-real estate consumer lending needs.
- Strengthen relationships with customers by following all Moment of Truth Standards, including regular eye contact, greeting them by name, researching necessary information and assisting them with all questions in person and on the phone.
- Ensure the privacy of customer information and educate customers on ways to protect themselves.
- Serve as a resource and trusted financial adviser, providing expertise and adding value to all customers, and gaining their full banking relationship.

### **Qualifications for this Opportunity:**

- Commitment and willingness to learn and grow in your career
- Understanding the extreme value in serving others
- Exceptional communication skills
- Functional Expertise
- Confidentiality
- Strong Business Acumen

### **Benefits Included in this Opportunity:**

- 100% Employer Paid Health and Dental Insurance Premiums for each employee
- HSA Contribution available
- Life Insurance and Long Term Disability Insurance
- 401k and Employee Stock Ownership Retirement Plans
- Flexible Spending Plan
- Vision Insurance Plan
- PTO and paid holidays

**Hours:** 8:00 a.m. to 5:00 p.m. Monday – Friday

**Direct report to:** VP Retail Sales Supervision

