



Personal Banker

Job Title: Personal Banker

Posting Date: October 12, 2016

JOB DESCRIPTION

Summary / Objective:

The Personal Banker is responsible for performing intermediate duties and support related to branch operational activities and services as well as other projects as directed by the Branch Manager or Assistant Operations Manager.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions include but are not limited to the following.

1. Be fully knowledgeable with all Bank products, services, and fee schedules
2. Process all new account transactions
3. Assist customers in their selection of various account products and services
4. Cross-selling the Bank's products and services, participation in community events and Bank activities.
5. Opening, closing, and maintaining of all account types including IRAs.
6. Perform branch clerical duties as necessary
7. Promote and develop business for the Bank by maintaining good customer relations and referring customers to appropriate staff for new services
8. Discussing and accepting credit applications and processing funds transfer requests
9. Receive loan applications and maintain MLO status under the SAFE Act.
10. Savings Bond redemption, customer check orders, receiving ATM/Debit card applications
11. Be fully knowledgeable and skilled in the areas of teller and vault processing.
12. Be fully knowledgeable in safe deposit box access and maintenance procedures
13. Be fully knowledgeable in processing deceased account documentation and estate account procedures
14. Provide leadership and training and support less experienced Customer Service Representatives, Personal Bankers, and other branch staff members.
15. Provide other support such as overrides, branch openings and closing, and other customer service related responsibilities, answer and direct telephone calls
16. Review and forward customer service emails to responsible parties for attention.

Competencies:

1. Capacity to learn technical subject areas.
2. Detail orientation.
3. Organizational skills.
4. Computer and Microsoft Office proficiency.

Supervisory Responsibility:

This position has no supervisory responsibilities.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

While performing the essential duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type / Expected Hours of Work:

This is an hourly, full-time position. Days and hours of work are Monday through Saturday, with shiftwork between the hours of 7:45am to 6:00pm. Hours of work may vary in accordance with branch business hours offered.

Travel:

Travel is generally limited to visits to other Bank office locations during the business day. Limited travel may also be needed in connection with seminars, conferences, and other employee training efforts.

Required Education and Experience:

1. 2+ years of related banking experience
2. Proficient with Word and Excel software and Outlook

Preferred Education and Experience:

1. College degree (bachelor's or associate's)

Additional Eligibility Qualifications:

1. None required for this position.

EEO Statement:

Lincoln 1st Bank provides equal employment opportunities to all employees and applicants without regard to unlawful considerations of race, creed, color, national origin, nationality, ancestry, age, sex (including pregnancy), familial status, marital status, domestic partnership or civil union status, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, and mental or physical disability, perceived disability, and AIDS and HIV status or any other classification protected by applicable local, state or federal laws. Reasonable accommodation is available for qualified individuals with disabilities, upon request.

Lincoln 1st Bank expressly prohibits any form of workplace harassment or unlawful discrimination against individuals on the basis of race, religion, creed, color, national origin, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition (including medical characteristics), marital status or any other classification protected by local, state or federal laws. Any employee who violates this prohibition will be subject to disciplinary action, up to and including termination of his or her employment.