



August 14, 2020

FULL TIME UNIVERSAL BANKER POSITION – MENOMINEE LOCATION

SUMMARY:

Responsible for the daily transaction, cash requirement activities and mastering the teller operations according to established policies, procedures, and standards of performance. Provides prompt and efficient customer service in a courteous, accurate and professional manner by the accurate and confidential handling of account information. Possesses knowledge of bank products and services in order to make the appropriate referrals to ensure the customer's financial needs are met. Supports the bank by reinforcing core values and achieving departmental goals consistent with the strategic plan.

MAJOR ACCOUNTABILITIES:

- 1. Customer Relationship Development:**
Develops and maintains a thorough knowledge of all Bank deposit products and services and appropriately adheres to all bank policies, procedures, applicable banking regulations, etc. pertaining to such. Identify customer's financial needs through friendly interaction. Recommend appropriate products and services to meet those needs. Advise customers on special product promotions. Refer customers to appropriate staff for the products and services.
- 2. Department Operations:**
Develops and maintains adequate knowledge to perform all opening/closing procedures and teller operational duties according to bank policy and procedures.
Verify and balance assigned cash, scanned items, cash vaults, etc. consistently within standards. Ensure cash and cash items are balanced and secured at the end of each business.
- 3. Transaction Processing:**
Accurately and efficiently cash checks, issue cashier's checks, money orders, process deposits, loan payments, cash advances, issue gift cards, accept safe deposit box payments, etc.
Admit customers to safe deposit boxes. Provide customers account information.
Possess a working knowledge of applicable bank regulations & policies including: Reg CC (check holds) and Bank Secrecy Act (Monetary Instrument log, CTRs, and SAR reporting).
- 4. Strategic Goals:**
Partners closely with Banking Office Manager to support the strategic goals to achieve growth and customer satisfaction objectives while contributing to the management of risk, operational efficiencies and overall objectives of the Bank; may provide coaching and training to less experienced Universal Banker I staff.
- 5. Other duties as assigned.**

QUALIFICATIONS:

High school education or equivalent. Post high school technical training or continuing education is desired. Excellent communication skills. Excellent interpersonal skills using tact and professionalism. Applies sales and service management techniques to achieve bank goals and objectives.

Equal Opportunity Employer

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