

CENTRAL NATIONAL BANK
Job Description

POSITION: Personal Banker I

JOB LOCATION: Concordia Branch

ROLE: To develop customer relationships by: processing transactions, serving as the primary point of contact for new accounts and consumer loans; identifying opportunities for additional business; and delivering superior customer service while adhering to operational, technical, and regulatory requirements.

POSITION FUNCTIONS:

- Will serve as the Bank's primary contact with customers including processing their various transactions (effectively and efficiently) and function as a referral source or the point of sale and service for identifying and delivering additional Bank products and services.
- Maintain an effective product/program knowledge base to determine a current or customer's financial needs and/or sell appropriate bank product and/or service.
- Actively assess and solicit business through new and existing relationship management.
- Handle customer problems with professionalism, directing more complex issues seamlessly to management.
- Ensure knowledge of and compliance with Standard Operating Procedures to satisfy operational, technical, and regulatory requirements.
- Comprehend and cross-train on all retail function areas, services and products.
- Other projects as assigned by management.

POSITION STANDARDS:

Qualified candidates should demonstrate six months to two years of cash handling and customer service experience. Retail banking experience preferred. Applicants should also be customer service oriented, possess sound judgment, work well in a team environment, and have good listening and excellent verbal communication skills.