

Personal Banker

Citizens Alliance Bank, its Directors, Officers and Employees are committed to meeting the challenges of the future of the organization. We are a family friendly, dynamic and industrious place to work.

We are currently seeking a Personal Banker in our Watertown Branch location. This position will handle all functions in regards to personal banking, new accounts set-up, inquiries and problems with accounts in accordance with the Bank's policies and procedures.

The Personal Banker will manage customer relationships by identifying and prospecting sales opportunities, cross-selling the Bank's products, and providing quality service to new customers. This individual will also nurture existing customer relationships, by cross-selling current and new Bank products, providing quality service, fixing any problems related to the customers' account(s), and answering any questions about the Bank's products and services.

Citizens Alliance Bank is a great place to work with competitive wages and benefits. We are customer driven and community focused in all of our locations.

Accountabilities

- Open all types of new deposit accounts, resolve problems and show customers how to access and manage their account to take full advantage of their Citizens Alliance Bank relationship.
- Sell and promote a variety of deposit products and services to new customers.
- Interview customers and complete appropriate documentation when setting up new accounts and then provide the customer with necessary information.
- Use effective selling techniques, which create product interest and generate customer action.
- Conducts all customer contact and provides all documentation in compliance with bank policies, procedures and regulations.
- Maintain a working knowledge and understanding of the financial needs of customers and other products and services available through the bank. Provide referrals to mortgage, commercial, or consumer lenders.
- Assist customers with daily banking needs, including but not limited to verifying account balances, provide account information to customers and respond to customer requests for copies of statements.
- Provides support for other bank personnel.
- Act as a liaison between the customer and the Bank for the purpose of developing a good relationship.
- Adherence to all BSA/AML Laws, Regulations and Compliance will be required in this position.
- Physical presence in the bank is required.
- Perform other duties as assigned and requested.

Job Specifications

Attributes of a successful candidate will include the ability to work independently, strong organizational skills and a keen eye for detail, be professional at all times, and be able to maintain a high level of accuracy and confidentiality. Demonstrate proficiency with Microsoft Office Applications and core processing software(s). Strong communication and time management skills, as well as interpersonal skills are required of this position.

Job Qualifications

Education:

- High school diploma or GED.
- Secondary education in a finance field or equivalent experience is preferred.
- Continuing Education in order to maintain job knowledge is required.

Experience:

- Personal banker or equivalent experience is preferred.
- Administrative experience and/or customer service experience is preferred.
- One to three years of prior Banking/Teller experience is preferred.
- Proficiency in Microsoft Suites is preferred.

Salary will be based on qualifications. Citizens Alliance Bank offers a competitive benefits package.

Citizens Alliance Bank is an Equal Opportunity Employer of Protected Veterans and Individuals with Disabilities.