

# Bank Teller/Personal Banker I

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

We are currently seeking a Teller/Personal Banker I in our Maynard branch location. Under the direction of the Operations Lead, the Teller/Personal Banker I will provide professional and knowledgeable assistance to all customers.

The Teller/Personal Banker I will assist all customers in their required transactions, resolve customer concerns, account issues, transactions and act as a liaison between the customer and the Bank for the purpose of developing a good relationship.

Teller/Personal Banker I will handle all functions of personal banking, new accounts, inquires and problem accounts in accordance with the Bank's policies and procedures. They also will receive calls, mail and fax messages concerning customer inquiries, issues, and concerns, they will handle all transactions, questions, and concerns in accordance with Bank policies and procedures.

Attributes of the successful candidate will include the ability to work independently and professionally, the ability to maintain a high level of focus and accuracy in a busy work environment. Strong communication, time management, sales and service skills are required.

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

- Handles customer account transactions including but not limited to verifying incoming cash, accurately dispersing cash, accepting various deposits and payment, cashing checks, processing check orders, and assists customer with safe deposit boxes.
- Verify account balances, give out account information to customers, print copies of items and/or statements from customer accounts.
- Resolve problems and show customers how to access and manage their account to take full advantage of their Citizens Alliance Bank relationship.
- Process daily bank deposits; night drop and mail receipt deposits.
- Sells and promotes a variety of deposit products and services to new customers. Interviews customers, completes appropriate documentation and provide information to the customer.
- 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 Cashier's checks, gift card and Savings Bonds to customers as required.

- Answer phones and/or complete telephone transfers.
- Thoroughly understands all aspects of item processing and procedures.
- Maintain complete confidentiality with regard to sensitive customer and proprietary information.
- Displays knowledge and proficiency in the bank's products and services and builds long-term customer relationships.
- Maintains knowledge of and understands the financial needs of customers and other products and services available through the bank. Provides referrals to mortgage, commercial loan, and investment representatives.
- 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 or 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. Strong communication and time management skills, as well as sales and service skills are required in this position.

## Education

- A high school diploma or G.E.D. is required in this position.

## Experience

- 1 to 3 years of prior Banking/Teller or equivalent experience preferred.
- Proficiency in Microsoft Suites is preferred.
- Physical presence in the bank is required.

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.