



Personal Banker I

Reports to: Director of Retail Administration

Department: Retail

Date: April 2024

Summary of Position: Provide and conduct banking services and transactions for customers. Cross sell products. Trouble shoot customer banking issues.

Essential Job Tasks:

- Establish and maintain interpersonal relationships by developing constructive and cooperative working relationships with internal and external customers.
- Respect and engage others in the established FFCB culture, vision, mission and core values.
- Receives checks and cash for deposit, verifies amount, and examines checks for endorsements.
- Cashes checks and pays out money after verification of signatures and customer balances.
- Enters customers' transactions into the core processing system to record transactions, and issues computer generated receipts.
- Accepts loan payments.
- Place holds on accounts for uncollected funds.
- Maintains appropriate cash limits and a balanced teller drawer.
- Balances currency, coin, and checks in cash drawer at end of shift and compares total amounts with data displayed on computer screen.
- Adhere to the Internal Cash Policy & Guidelines.
- Explains, promotes, or sells products or services such as but not limited to money orders and cashier's checks.
- Adheres to all banking regulations.
- Other duties as assigned.

Required Experience and Education: High school diploma and with previous work experience in any industry or equivalent combination of education and experience.

Required Skills and Mental Requirements:

This position is primarily responsible for handling customer transactions, resolving problems and pursuing sales opportunities. Empathetic listening skills, strong interpersonal skills along with a sincere desire to assist the customer while protecting the Bank's interests are required. An open and willing to assist with a task coupled with a strong quality customer service approach to work is expected along with the ability to work beyond their normal job duties.

Equipment Used and Physical Requirements: Must be able to use computer, telephone, and scanner. Requires the ability to bend, lift, reach, walk, stand and sit.

Supervisory Responsibilities: No

Working Conditions: Requires working mainly indoors, travel to other work and meeting locations as needed.

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