

**Title: Bilingual First Elite Banker**

**Department:** Retail Banking

**Reports To:** Branch Manager/Assistant Branch Manager

**Summary:** Our mission is to deliver the highest quality products and services to our current and future customers in a professional atmosphere that shows respect and creates a positive, mutually beneficial relationship with our customers.

**Job Requirements:**

- High School Diploma or equivalent
- Minimum One-Year Cash Handling Experience
- Minimum One-Year Customer Service
- Computer Literate
- Communication Skills

**Specific Job Functions/Description:**

- Provide Excellent Customer Service
- Greets and assists customer as well as responds to customer inquiries in a timely manner
- Open/Close- know and be able to exercise branch procedure duties (after 90 days)
- Be knowledgeable in our products and services
- Identify opportunities that benefits the customer
- Process customer teller transactions which includes credit card payments
- Answer phones and respond to inquiries related to customer accounts/issues
- Harland Check order (order checks, endorsement stamps & etc. for customers)
- Manage corrections- previous days teller entry transaction errors
- Perform vault teller duties (after 90 days)
- Assist with balancing and loading funds to ATM
- Manage Online banking functions
- Manage Debit Card system as well as ordering cards
- Anytime Access phone system
- Work as a team with coworkers
- Perform other duties as assigned
- Non-Exempt (hourly), full time position