

COMMERCIAL NATIONAL BANK
Position Description

Title:	Universal Banker 1	Original Date:	01/01/2020
Department:	Retail		
Reports To:	Retail Manager	FLSA:	Non-Exempt

Purpose: The Universal Banker 1 handles customer assistance, customer relationship management through identifying needs and cross selling, and performs other necessary tasks to meet customer requests and maintain compliance.

Essential Duties and Responsibilities:

1. Customer Assistance
 - Accurately and efficiently processing customer transactions, to include but not limited to: deposits, withdrawals, loan payments, cash advances, cashier's checks, night deposits, and other routine requests.
 - Maintaining a cash drawer: counting and verifying cash, adhering to cash limits, daily balance of cash drawer, and prepare commercial change orders.
 - Routinely provide customers with necessary account information and troubleshoot customer issues.
 - Maintain confidentiality of customer information both inside and outside the bank.
2. Customer Relationship Management
 - Knowledgeable of all bank products and services and ability to discuss details with customer and answer questions.
 - Ability to promote a positive customer experience by displaying a friendly approach, recognizing financial needs through conversation and listening, then making appropriate product and service recommendations and referrals.
 - Participate in branch and market goal initiatives.
3. Other Activities
 - Ability to demonstrate compliance with all bank policies, procedures and regulations for assigned job functions to minimize risk.
 - Completes all required and job-specific training.
 - Promotes CNB as a relationship community building financial institution with focus on volunteerism and teamwork.
 - Ability to exercise judgement, raise questions to management, and adhere to policy guidelines.
 - Approaches co-workers positively and provide support.
 - Assist in the opening/closing duties and other operational requirements of a branch.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Education: High school diploma or equivalent GED. Some cash handling, banking, or sales experience is preferred but not required.

Supervision of Others: N/A

Physical Demands: Ability to lift boxes of coin up to 25 pounds and stand for extended periods of time.

Work Environment: Moderate to fast paced

Work schedule: Ability to work a rotating opening or closing schedule during the week and weekends as scheduled.