



TITLE: Personal Banker I	REPORTS TO: Branch Manager
EMPLOYEE TYPE: Non-Exempt	LOCATION: TBD

POSITION SUMMARY

The Personal Banker I will perform daily responsibilities of accepting and processing DDA deposits, savings deposits and withdrawals as well as loan payments. This will include processing all transactions with accuracy and timeliness and balancing daily work in accordance with established policies and procedures. The Personal Banker I will also conduct vault functions as well as consumer account opening. This position will be expected to deliver a high level of customer service at all times.

JOB DUTIES AND RESPONSIBILITIES

- Must be organized and attentive to detail, with the ability to focus on the task at hand and maintain a high level of service during peak traffic
- Complete understanding of and ability to perform vault functions
- Provide basic account maintenance including opening consumer accounts
- Ability to handle customer problems with professionalism
- Assist with lobby management including answering phones as needed
- Build customer loyalty by providing courteous and friendly service
- Identify needs and cross sell other products and services as well as refer to VSB financial partners
- Must maintain a balancing record that is in line with bank policy and have the ability to find and correct errors
- Must maintain a position of trust by keeping all customer's business confidential
- Follow fraud prevention and security procedures

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES

- Excellent customer service skills
- Detail-oriented with exceptional organizational and communication skills
- Proficient keyboarding and computer skills
- Basic sales and referral skills

MINIMUM EDUCATION:

- High School Diploma
- BS/BA or Associates degree in business or related field of study preferred but not required

MINIMUM EXPERIENCE:

- Banking or customer service experience preferred