

JOB TITLE: UNIVERSAL BANKER

Location: Darien

Type: Non-Exempt/Non-Officer Position (37.5 hours)

Position Summary:

Assist the Branch Manager in operating the Branch, promote branch effectiveness, assist with the achievement of Branch Sales goals. Float throughout the Westport Cluster as a Teller/Platform person as needed.

Qualifications Required:

- High School Diploma or equivalent
- One year experience as a Universal Banker
- Windows and Excel proficiency

Essential Functions and Responsibilities:

- Ensure Branch operates smoothly in the absence of the Branch Manager
- Inform Branch Manager of Branch activity in their absence
- Respond to Branch email/phone call requests and resolve customer platform inquiries as needed
- Perform all platform transactions i.e. open accounts, resolve issues, etc.
- Adhere to the policies/procedures in Teller/Platform Sections of the Branch Operations Manual
- Assist BM with branch/sales activities, sales calls, identifying cross sell opportunities
- Assist with the completion of the Branch Monthly checklist
- Maintain and deepen customer relationships
- Protect customer privacy and maintain confidentiality
- Provide high quality service to every customer i.e. smile, timely assistance, etc.
- In the absence of the Head Teller oversee Teller Line and perform necessary functions
- Assist Teller Line staff on resolving customer inquiries i.e. interest rates, etc.
- Assist Teller Line staff with transactions to accommodate the flow of business
- Approve/sign checks being issued and cashed within limits
- Assist with on the job training for new and existing Teller Line staff as needed
- Assist with security of teller stations including keys, combos, cash drawers, and teller work
- Assist with monthly regular and surprise audits of Vault, ATM, and Teller Line
- Recommend to pay/charge/return/waive overdrafts in the absence of the BM

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- Process domestic and foreign wire transfers
- Assist with safe deposit box operations i.e. customer access, billing, opening/closing boxes
- Assist with weekly/monthly Branch meetings
- Perform as a registered Notary Public
- Order/manage use of office supplies in Branch to control waste
- Develop working knowledge of bank products/services via training, product manual, etc.
- Actively participate in Bank sponsored community service activities
- Participate in networking activities as required
- Regular and predictable attendance
- Adhere to all the policies, procedures, and requirements outlined in the Employee Handbook
- Comply with all Bank policies, procedures, audit requirements, and federal regulations
- Complete all required training within deadlines as related to this position
- Perform other related duties as assigned

Salary Range: \$20.00 to \$25.00 per hour