

UNIVERSAL BANKER

The Universal Banker position combines the Account Services and Teller positions. The primary responsibilities of this position are to assist customers with opening new accounts, assist customers with the paying and receiving functions of the bank, and provide customer service for new and existing account-holders.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide a high level of customer service.
- Perform processing of financial transactions, including cash transactions, with a high degree of accuracy.
- Identify customer needs and provide solutions.
- Handle maintenance and service requests for new and existing consumer and business customers.
- Assist customers with opening business and personal checking accounts, savings accounts, CD's, and IRA's.
- Must follow policies and procedures established by Texas Brand Bank.
- Performs all other duties as assigned.

QUALIFICATIONS:

- **MUST** pass credit, background, and drug screening.
- Non Exempt / Full Time -Must be available Monday through Friday, 8:30 AM until 5:30 PM.
- Minimum 1 year experience working in a commercial bank, preferably in Texas
- Knowledge of Business Entity Types and required documentation, including CIP Documentation
- Previous cash-handling experience
- Strong listening skills, excellent customer service skills, comfortable asking questions and identifying customer needs
- Strong oral and written communication skills; ability to communicate effectively and professionally in writing, in person, and over the phone
- Ability to work independently and as part of a team
- Ability to take initiative, assume responsibility, prioritize tasks
- Must have good time management, organizational, problem-prevention, and problem-solving skills
- Ability to complete tasks or resume tasks, despite interruptions
- Ability to work accurately with close attention to detail
- Willingness and ability to adapt to changing business needs and deadlines
- Ability to maintain confidentiality of information
- Possess a work ethic that includes neatness, punctuality, and accuracy
- Exhibit a professional appearance and friendly demeanor
- Must be able to report to any of our locations in Dallas County

EDUCATION REQUIREMENT:

High School Diploma or equivalent