



Position: Universal Banker
Reports to: Personal Banker
Classification: Non-Exempt full time

Position Summary:

The Universal Banker will work closely with other Retail Banking staff to provide excellent service to our deposit customers. Must have exceptional customer service skills, be an independent thinker and self-motivated. Will assist with account opening as well handling teller transactions and serving our existing customer relationships. Must be the ultimate team player who is supportive of the Mission, Vision and Values of Lakeview Bank.

Primary Responsibilities (subject to change):

- Process teller transactions
- Open new CD, savings and checking accounts
- Answer incoming phone calls
- Perform necessary account maintenance
- Perform month end duties as assigned
- Handle a variety of customer service tasks including but not limited to change of address requests, closed account requests and miscellaneous account research
- Handle eService questions regarding online banking, mobile deposit, bill pay, P2P, Bank to Bank transfer, Digital Wallet
- Back up debit card processing and debit card disputes
- Promote favorable image of Lakeview Bank in all business activities within the community.
- Follows policies and procedures; completes administrative tasks correctly and on time
- Other duties as assigned.

Applicant must have the ability to work shifts Monday thru Friday anywhere from 7:45am – 5:45pm and Saturdays from 8:45am – 12:15pm. Total hours per week will be between 32-40 hours.

Position Requirements:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Required Education: High School or equivalent and two or more years of experience or commensurate training in retail activities, including cash handling
- Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies
- Excellent customer service skills that include the ability to communicate clearly and professionally, both verbally and in writing
- Team player with ability to be flexible and multitask while paying close attention to detail
- Proficient computer skills, including but not limited to word processing and spreadsheet programs
- Effective oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees
- Excellent active listening and problem-solving skills
- Effective organizational and time management skills
- Ability to work with minimal supervision while performing duties.

Please contact Cherie Ewald, Personal Banker at:

cewald@lakeview.bank

952.892.9728