

FIRST RESOURCE BANK

Title:	Universal Banker	Availability:	Monday – Friday; 8:00 a.m. - 5:00 p.m.
FLSA:	Non-Exempt	Location:	Lino Lakes
Department:	Retail	Reports To:	AVP Branch Manager
Category:	Full Time	Date:	March 2024

About First Resource Bank

First Resource Bank is built on three core values: providing unequalled service, having a team approach and making a positive impact in the communities we serve. By implementing these simple tenets, the organization has experienced growth and an expanding client base.

Primary Duties

- Provide exceptional client service that aligns with First Resource Bank’s Client Experience Service Standards policy
- Greet and welcome clients; direct them to the appropriate bank staff or department
- Oversee and maintain teller and lobby areas: clean and supplied with beverages, snacks, bank brochures and other supplies
- Process teller transactions accurately and efficiently while complying with regulated bank policies, authority matrix and other procedures
- Balance cash drawer and vaults daily as assigned; abide by teller policy and branch cash limit requirements
- Answer client information requests (in person and phone) including, but not limited to: product and service information, account balance inquiries, electronic banking troubleshooting, wire transfers, stop payments, address changes, debit card limit exceptions, telephone transfers
- Build client relationships by maintaining a thorough knowledge of bank products and services and providing appropriate recommendations to clients
- Open and maintain accounts, including, but not limited to: consumer and business checking and savings accounts, IRAs, Health Savings, Debit Cards, Cash Management products and comply with established internal policies and procedures
- Assist the Branch Manager with all aspects of client service, operations and other administrative duties as assigned
- Process and distribute incoming mail; prepare outgoing mail for pickup
- Perform other clerical and administrative related duties as assigned
- **Please be aware, that although the Lino Lakes branch will serve as the primary location for this position, you might also be asked to cover other locations.**

Minimum Requirements

- Excellent verbal communication skills
- Trustworthiness and the ability to act with integrity
- Thorough understanding of client service
- High school diploma or equivalent is required

First Resource Bank is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, national origin, veteran or disability status.