



ARBOR BANK

Helping You Grow

Job Title: Personal Banker

Reports to: Relationship Manager

Full or Part-Time: Full-Time

Office Location: Omaha

Position Type: Non-Exempt

Hours: Monday thru Friday: 8:00 am to 5:00 pm or 9:00 am to 6:00 pm

Summary Description Personal Banker

The Personal Banker is responsible for providing deposit account administration services by developing, managing, and retaining relationships with customers. This person, independently and/or collaboratively, works with bankers and office staff to open new accounts, provide account services, and provide teller services. This person visits with customers for the purposes of providing customer service, relationship building and cross-sell. This person will independently handle moderately complex to complex customer issues and problems. This person actively participates in the community in order to market and promote the bank's products and services.

Detailed Responsibilities

- Provide customer service by opening new deposit accounts, closing deposit accounts and making changes to deposit accounts.
- Provide customer service for all deposit account products and services including (but not limited to) checking accounts, savings accounts, certificates of deposit, health savings accounts, and individual retirement accounts.
- Respond promptly to customer issues, questions, and concerns including (but not limited to) online banking, bill pay, and debit cards.
- Accept applications for consumer loans and work with consumer loan officer to assist the customer.
- Remain customer-focused, provide consistent and effective service with an emphasis on customer retention and expansion.
- Greet customers and visitors as they enter the branch. Escort them to other bank employees if applicable.
- Answer incoming phone calls promptly and professionally and assist the caller or direct them to appropriate personnel.
- Develop new banking relationships with prospective clients and expand existing relationships with current customers through the sale and cross-sale of bank products and services.
- Proactively work toward achievement of personal and branch sales and customer service goals.
- Develop individual action plan to outline goals and tactics.
- Know the features and benefits of bank products and services.
- Provide back-up to teller functions of the branch.
- Project a professional image in dress, manner, communication, and focus.
- Demonstrate commitment, dependability, and respect for other team members with regular and predictable attendance, punctuality, and adherence to agreed-upon schedule of availability.
- Participate in community organizations and activities.

Software Used

- Precision Graphical
- Business Process Manager
- Integrated Teller
- Navigator and Access Manager
- Fiserv EFT Client Central
- Altigen Max Communicator
- Microsoft: Outlook, Word, Excel, Power Point

Skills and Experience

- Minimum of 2 years demonstrated customer contact to include: customer service, bookkeeping, computer skills, problem solving.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Strong organizational skills.
- Strong verbal and written communication skills required.
- Ability and desire to work with team of employees across multiple locations.
- High level of proficiency with organizing, facilitating, leading and negotiating with team of bank personnel to solve customer problems.