



**Position Title:** Personal Banker

**Reports To:** Assistant Branch Manager

**FLSA Class:** Non-Exempt

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**Purpose:**

This position will interact with various other bank employees, as well as customers and prospects. This position is responsible for providing customized services to customers with special needs. Other responsibilities include assisting other bank staff in helping customers, as needed.

**Responsibilities:**

- Performs intermediate duties and support related to Branch's operational activities and financial services
- Processes all new account transactions
- Assists customers in their selection of various accounts and financial services
- Cross-sells the bank's products and services to customers.
- Opens, maintains, and closes all account types
- Performs Branch's clerical duties
- Promotes business for the Bank by maintaining good customer relations
- Maintains composure in frustrating situations.
- Effectively responds to customer needs.
- Demonstrates good interpersonal communication and presentation skills.
- Builds and maintains productive relationships with people throughout the organization.
- Behaves according to sound ethical and legal standards.
- Projects a good impression of the bank and its integrity.
- Demonstrates appropriate discretion; keeps confidential information private.

**Compliance Accountability:**

- Responsible for compliance with all regulations, laws, and bank policies and procedures that pertain to your day-to-day job responsibilities
- Responsible for maintaining a working knowledge of all compliance regulations pertinent to your assigned duties by successful completion of any courses assigned on a timely basis
- Responsible for participating in BrandBank's community development program at least one day each year



- Responsible for adherence to BrandBank’s Code of Professional Ethics and Conduct as well as observing and promoting compliance with the Code among fellow bank personnel, customers and vendors

**Experience:**

- One to three years experience in an office or business setting preferred. Customer contact experience preferred
- High School diploma; bachelor’s degree in business, finance, or related field preferred
- General business and financial knowledge
- Knowledge of department-related financial services regulations
- Awareness of lending and lending policies and procedures
- Knowledge of payment systems and ACH

*BrandBank is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.*

To apply: [www.thebrandbank.com/careers](http://www.thebrandbank.com/careers)