



**Universal Banker
Atlanta, GA**

BankSouth seeks an experienced full-time Universal Banker with teller and customer service skills for our Buckhead branch located at the Forum on Northside Parkway. Our selected candidate will have five years of similar banking experience, including time spent in preparatory positions. A significant level of trust and diplomacy is required to be an effective subject matter expert in the position. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors of a sensitive and/or highly confidential nature is a normal part of the day-to-day experience. The essential functions that our chosen candidate will be required to complete are listed below:

Facilitate Opening of New Deposit Accounts, Including:

- Ask Probing, relationship-building questions prior to recommending new products
- Recommend appropriate products at the point of sale and for future follow up
- Assist customers in preparing new account applications as needed
- Accurately and timely input of data into the core processing system to include proper identification and verification
- Assist customers with enrollment process for electronic services including online banking, e-statements, and mobile deposit
- Provide all proper disclosures and new account documentation to customer
- Daily and timely input of payment decisions into the core processing system
- Resolution support of errors, disputes, fraud and all general banking inquiries
- Process gift cards and foreign currency requests
- Provide notary services as applicable
- Facilitate transactions such as online posting, wire transfers, ordering checks and other ancillary products
- Perform IRA maintenance transactions
- Provide back up for other departments as needed
- General office administration including, but not limited to answering incoming calls, greeting/directing customers, processing/sorting mail.
- Operating a teller drawer daily

Grow Core Deposits and Expand Customer Relationships:

- Make outbound calls to new and existing customers as well as prospects from referrals
- Assist Relationship Managers and Business Development as needed to grow relationships including attending offsite appointments and events as required
- Determine appropriate follow up schedule with customers according to needs identified
- Refer products and services beyond the normal scope of duties to other lines of business
- Attend and contribute to sales and departmental meetings
- Coordinate and execute regular sales meetings with retail lobby staff to insure quality customer experiences and achievement of individual and branch sales and service goals and expectations
- Attend ongoing sales, product, service, operational and regulatory training

General Banking Tasks:

- Maintenance of accurate safe deposit box records
- Track opening and closing of the vault
- Conduct audits and personal bankers and tellers as required
- Report any suspicious activities through the proper channels and per Bank/regulatory policy

Key Result Areas:

- Successful sales of new deposit products
- Achieve effective maximization of alternative delivery channels like mobile check deposit, mobile banking, online banking and e-Statements
- Core deposit growth in accordance with Bank goals through cross-selling and other initiatives
- Satisfactory service and maintenance of new and existing customer relationships
- Satisfactory compliance with all internal and external operating procedures, laws and regulations

Compliance:

- Ensure compliance with all applicable state and federal banking laws and regulations
- Maintain confidentiality of all customer files and proprietary (physical, electronic and intellectual) Bank property
- Satisfactorily complete all required Bank Secrecy Act/Anti-Money Laundering/OFAC compliance training and complies with all regulations that apply within the scope of the position

Equipment/products used, but not limited to: personal computer, lap top computer, typewriter, copier, telephone, facsimile, voicemail, printer, MS Word, Excel, Outlook. Familiarity with banking software, banking operations and other technology is key. Management and sales experience highly preferred. A high school degree or GED is required, college preferred.

We offer an excellent benefit package including many bank-paid benefits and 401k with match. Qualified individuals should submit their resume to employment@banksouth.com.

BankSouth is an Equal Employment Opportunity (EEO) Employer committed to diversity in the workplace. It does not discriminate against any qualified employee or applicant on the basis of age, race, color, sex, religion, national origin, disability, protected veteran status, genetic data, gender identity, sexual orientation or other legally protected status.