



Universal Banker – Savannah, GA

Overview & Responsibilities:

BankSouth has an opening for a Universal Banker position in our Savannah, GA – Johnson Square location. The Universal Banker may be called on to perform the duties of the teller function and/or personal banker function (as outlined below) depending on the need at the specific branch to which they are assigned. Designated employee(s) within the Universal Banker job class may provide backup assistance in the areas of Teller and Personal Banker as needed in other branches; may be requested to perform monthly audits, including cash audits, procedural reviews and will assist the retail banking team with special projects.

Teller Functions:

Cash Management:

1. Balance cash drawer daily to assure accuracy in transactions and notify supervisor regarding any outages
2. Maintain drawer balance limits and sales of excess cash to the vault as needed
3. Complete daily balancing and servicing of ATM's, coin counter, etc. as assigned
4. Issue/maintain logs on all official checks, money orders, gift cards, traveler's checks; process redemption of savings bonds according to written procedures
5. Adhere to all basic opening/closing procedures and dual control requirements
6. Apply proper maintenance to "bait" money

Transaction Management:

1. Inspect and verify customer identity through thorough examination and referencing of all documents and identification; verify all endorsements
2. Receive loan payments and savings deposits from customers, address inquiries on accounts, record amounts and dates of payments and other significant information, check customer calculations, validate checks and/or count cash payments
3. Accurately count and authenticate all coin/currency received
4. Accurately and correctly prepare all teller tickets, receipts for night deposits, mail deposits and other documents
5. Properly sort proof work and/or onsite capture items
6. Properly apply placement of deposit holds as needed
7. Complete documentation for suspicious activity reports (SARS) for research and follow up
8. Complete required documentation for currency transaction reports (CTR) reporting

Grow Core Deposits and Expand Customer Relationships:

1. Make outbound calls to new and existing customers as well as prospects from referrals
2. Assist Relationship Managers and Business Development as needed to grow relationships, including attendance at off-site appointments and after-hours events as needed

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3. Determine appropriate follow up schedule with customers according to needs identified
4. Refer products and services beyond the normal scope of duties to other business lines
5. Attend and contribute to sales and departmental meetings
6. 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
7. Participate in ongoing sales, product, service, operational and regulatory training

Routine Follow-Up and In-Person Customer Service:

1. Make outbound calls to new and existing customers as well as prospects from referrals
2. Assist Relationship Managers and Business Development as needed to grow relationships, including attendance at off-site appointments and after-hours events as needed
3. Determine appropriate follow up schedule with customers according to needs identified
4. Refer products and services beyond the normal scope of duties to other business lines
5. Attend and contribute to sales and departmental meetings
6. 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
7. Participate in ongoing sales, product, service, operational and regulatory training

Performs other duties as assigned.

Qualifications

High School Diploma or Equivalent. Requires 3 years of similar experience.

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.

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