



## CORNERSTONE BANK

We are currently searching for a **Personal Banker/Teller**. Based in our Decatur Financial Service Centers and reporting to our Branch Operations Manager this position is responsible for providing excellent service to all consumer and business clients in the banking center. Prior banking experience in the Decatur market is highly preferred. Operations and inside sales and service are the two key emphases of this position.

### Specific Responsibilities Include:

- Provide the highest level of customer service to our customers.
- Open new customer accounts and perform current customer account maintenance.
- Sell appropriate banking products to consumer and business customers.
- Generate new sales via cross selling and special product promotions.
- Cultivate establishing relationships with our existing customer base.
- Greet all customers with utmost courtesy and assist in completing client transactions as needed.
- Provide operational support to the branch and the branch manager.
- Efficiently process traditional teller transactions as needed.
- Monitor incoming phone calls as a team effort to ensure calls are answered by the third ring.
- Answer questions and solve problems for customers by listening to problems, collecting data, securing answers, and reporting results to the inquiry party.
- Ensure that all confidential records in the work area are properly secured each day.
- Maintain privacy of customer account information.
- Follow fraud prevention and security procedures.
- Adhere to established security safeguards, procedures and other Bank policies.
- Contribute to the fulfillment of department and Bank objectives and goals.
- Ensure compliance with regulatory guidelines such as BSA, OFAC, Fraud Prevention and Anti-Money Laundering regulations, etc. Complete all required training sessions related to these regulations.
- Manage daily task list by prioritizing and returning calls and responding to inquiries from your internal and external customers and confirm completed actions with email.
- Monitor current systems and identify opportunities to improve, streamline or reduce time to complete tasks and processes.
- Keep manager informed of area activities and of any significant problems or concerns.
- Ensure that work area is clean, secure and well maintained.
- Complete required reports and records accurately and promptly.
- Attend meetings and training sessions as required.
- Perform other duties and special projects as assigned.

### Skills & Qualifications

- 2 to 5 years of platform experience as a Personal Banker/Teller/CSR required.
- Proficiency in banking operating systems required.
- Knowledge of MS Office required and knowledge of FISERV preferred.
- Sales and/or lending experience preferred.
- Must have accurate and efficient cash handling abilities.
- High school diploma or equivalent preferred.
- Must have excellent customer service skills.
- Must be able to prioritize and work independently.
- Must be detail oriented and have good organizational skills.
- Must have excellent oral and written communication skills.
- Must be able to work in a team environment and multi-task.

To apply, please send your resume to [careers@cornerstonebankqa.com](mailto:careers@cornerstonebankqa.com)