



INTERACTIVE TELLER ZEBULON

United Bank is a growing 113 year old \$1.3 billion Community Bank that proudly provides Signature Service to our customers in 18 locations in 11 counties throughout Middle Georgia.

Job Summary:

Handles all phases of teller transactions associated with checking, savings and various type payments (loan, credit card, utility, etc.) initiated from the Interactive Teller Machines. Follows teller operating policies, assesses risk of presented transactions, and takes steps to minimize loss in ITM transactions. **Position is a Full Time, must be available to work day or evening shift, as the schedule will rotate.** Provides quality customer service while promoting the bank's services. Serves as ambassador for alternative delivery channels. Women and Minorities are encouraged to apply.

General Description/Duties:

- Handles all phases of teller transactions including but not limited to checking, savings, loans and credit cards. Accepts cash and checks for deposit, cashes checks and savings withdrawals within designated limit, and escalates to others when applicable.
- Verifies endorsements as required by teller operational policies.
- Reports suspicious activity through proper channels.
- Follows policies and procedures set forth by the bank. Demonstrates solid understanding of fraud and other risks associated with ITM transactions.
- Provides high level of quality customer service according to Signature Service guidelines.
- Complies with all Federal and State banking laws and related regulations, to include but not limited to the Bank Secrecy Act.
- Performs other duties requested by a supervisor relating to the bank and its functions.

Requirements:

- Display a professional demeanor with a personality that connects with customers.
- Possess interpersonal communication skills particularly effective in a video channel.
- Knowledge of bank operations, bank products and services.
- Possess ability to ensure compliance with established bank policies and procedures.
- Possess high analytical skills to solve a wide variety of practical and customer service problems in an unsupervised setting.
- Possess ability to perform within a complex, multi-functional technical environment; demonstrate the ability to process and complete teller transactions in a non-traditional teller environment while offering Signature Service that promotes ongoing ITM usage.
- Ability to assess risk, exercise discretion and handle sensitive and confidential issues.

United Bank provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, veterans status, disability unrelated to job requirements, genetic information, military service, or other protected status. Please apply online at www.accessunited.com , select the Careers link at the bottom of the page.