

# **Liberty First Bank**

## **Universal Banker**

### **Basic Function:**

The Universal Associate will primarily serve as a customer service representative; responsible for selling and promoting the bank's products and services. The associate will also serve as a back-up Lead Teller/Teller on an as needed basis.

### **Responsibilities:**

- Assist business and consumer customers in selecting the products and services that best meet their needs and goals. Cross-sell other bank products to new/existing customers.
- Perform all daily customer service tasks, including but not limited to opening/closing accounts, account maintenance; ordering of checks.
- Assist in customer-issue resolution. This includes performing research, reviewing transactions and redirecting customers to appropriate resources when necessary.
- Assist in bank sales initiatives, including, but not limited to identifying customers for other products, such as investments and loans, and referring them to the appropriate person.
- Maintains and balances teller cash drawer, while handling all phases of teller transactions including checking, savings, payments, cashier's checks and bond redemption. Performs teller duties on an as needed basis.
- Serve as a back up to the Lead Teller in their absence; performing all the duties of a lead teller, including teller functions, maintenance of vault cash, daily reports and supervising, coaching other teller associates. Performs Lead Teller duties on an as needed basis.
- Cross train in other areas as needed and complete other assigned duties as requested by management.

### **Requirements:**

- High school degree or equivalent. College degree in business or related field a plus.
- Minimum 3-5 years of customer service/teller experience. Experience as a Lead (Head) teller a plus.
- Proficient computer skills and active engagement in new technology.
- Excellent interpersonal communication and presentation skills (both written and oral).
- Strong analytical and problem-solving skills.
- Ability to display professional appearance and mannerisms.

**Inquires can be made to:**

Maxine Peaks, HR Manager at 770-207-3000. Inquiries can also be sent to the following email address:

[maxine.peaks@libertyfirst.us](mailto:maxine.peaks@libertyfirst.us)