

Tandem Bank IO

Universal Banker

De Novo Bank in Tucker, GA, seeking professional, motivated individuals for Universal Bankers roles.

Basic Function:

The Universal Associate will serve as a customer service representative / teller; responsible for selling and promoting the bank's products and services.

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.
- Have a customer service mindset with a welcoming attitude, acknowledging that the Universal Bank is often the customer's or prospect's first impression of the Bank.
- Answer incoming phone calls in a welcoming and professional attitude, with an eagerness to help.
- Perform all daily customer service tasks, including but not limited to opening/closing accounts, account maintenance; ordering of checks.
- Perform daily teller transactions, including but not limited to, maintains and balances teller cash drawer, cashing checks, issuing cashiers checks, placing Reg CC holds, taking deposits, payments, etc.
- 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 loans, and referring them to the appropriate person.
- Cross train in other areas as needed and complete other assigned duties as requested by management.

Requirements:

- Minimum of high school degree or equivalent.
- Minimum 1-5 years of customer service/teller experience.
- 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:

Inquiries can also be sent to the following email address:

melanie@tandembank.net