



3880 Roswell Road NE
Atlanta, GA 30342
(404) 231-4100
www.georgiaprimarybank.com

Universal Banker Position

Responsibilities include but are not limited to the following

Personal Banker -

- Opening of Personal & Commercial Accounts in person or online-provides responsiveness to customer inquiries in regards to their accounts
- Provides merchant verifications
- Processes and sends confirmations on stop payment requests; processes verifications of deposits
- Assists customers with Online Banking Enrollment and resets password
- Assists customers with account maintenance to include address, telephone, and email addresses
- Processes Online Banking enrollment verification letters
- Assists customers with installing Mobile App and processes mobile deposit capture enrollment requests
- Processes ATM and Debit card activations, Pin numbers and restricted cards request; increases Debit card limit increases and International travel requests
- Blocks lost, stolen or compromised ATM and Debit cards; orders new and replacement debit cards
- Closes accounts with zero balance

Teller Functions-

- Performs the basic transactions of a paying and receiving teller such as processing deposits and loan payments, verifies cash and endorsements of check cashing
- Provides excellent care to clients regarding daily transactions, addressing inquiries, and problem resolutions in accordance with bank policies
- Confirms identification for client and determines that all necessary documents are in proper form and within authorized limits
- Ensure compliance with all internal controls and established policies and procedures
- Promotes and advises on banking solutions
- Places holds on funds as necessary; completes change orders
- Performs specialized tasks such as preparing money orders, cashier's checks, and redeeming savings bonds
- Balances currency, cash and checks in cash drawer at end of shift
- Assists with the development of department procedures, policies, and processes.
- Delivers exceptional customer services consistently to all business lines; maintains positive and productive working relationships with all internal and external customers.



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QUALIFICATIONS-

- Good presentation, interpersonal relationship building and organizational skills are essential
- Delivers excellent quality customer service consistently with quality telephone skills to establish good business relationships.
- Demonstrates consistent professional appearance, behavior, image, ethics, integrity, and represents GPB
- Ability to use good judgment, makes sound business decisions, comprehend, and follows directions and instructions. Assertive and demonstrates initiatives
- Ability to effectively handle and maintain confidential matters and information
- Proficient in using advanced Microsoft Office (Excel, Word, PowerPoint, etc); FISERV a plus
- Up to date understanding of industry trends and developments
- Ambitious with a strong work ethic, positive behavior,
- Excellent communication skills with the ability to communicate clearly, concisely, tactfully, and effectively
- Must be a team player, flexible, resourceful, and energetic with a winning spirit
- Demonstrated ability to maintain composure and convey a positive and professional image at all times
- Ability to work through situations and find win-win solutions
- Participates in Bank community related events and activities adheres to all policies, procedures, processes, bank's practices, guidelines, expectations, laws, and regulations.
- Leads initiatives, add value, supports the Bank's vision, core values, business principles, goals, and objectives.
- Performs other duties and responsibilities as assigned.

Please send resume to hr@gaprimary.com