



PERSONAL BANKER

A **Personal Banker** is the financial liaison to every customer entering the bank. You will provide exceptional customer service by welcoming new and existing customers of the Bank and assisting them with account transactions and servicing needs. You will engage with customers to build deep, meaningful relationships and understand their financial needs. You will recommend and open products and services to help the customer achieve their financial goals, and the team to achieve business goals. You will resolve complex customer issues and educate customers on the various ways they can bank with us.

Primary Personal Banker Functions:

- Assists new and existing customers of the bank on the Teller platform, maintaining responsibility for a cash drawer and following proper balancing procedures. Takes opportunities identified on the teller line to deepen and expand customer relationships.
- Engage with customers to develop a positive customer experience; strive to make each customer interaction the best experience of their day
- Develop new and existing customers by understanding their financial needs, providing products and solutions to help them spend and save
- Develop strong partnerships with Commercial Lenders, Mortgage Officers, and other line of business partners focusing on client acquisition and deepening the relationship of current clients
- Develops and maintains broad knowledge of products and services to appropriately support client needs
- Ensures compliance with operational, security and audit procedures and policies

Required Qualifications:

- High School degree or GED required
- Minimum of 1-year cash handling experience strongly preferred
- 2 years of customer service experience
- Excellent verbal and written communication skills
- Ability to problem solve and provide solutions to customer issues
- Ability to effectively ask questions and identify needs to enhance the customer relationship
- Working knowledge of PC (MS Windows and Office products including Word, Excel, etc.)
- Ability to appropriately and accurately demonstrate products and services to customers
- Ability to strengthen relationships with teammates, business partners, and specialists through collaboration
- Self-motivated, confident, and ability to multitask effectively

Equal Employment Opportunity Policy

First State Bank of Uvalde provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training