



## PERSONAL BANKER I Job Description

Department: Retail  
Reports To: Retail Manager  
Status: Full-time, nonexempt

### **Job Summary:**

Provide comprehensive service to Astra Bank customers by accurately processing deposit transactions, understanding, discussing and opening various deposit products, and communicating in a friendly and knowledgeable manner. The position requires up to 40 hours of work per week, Monday – Friday.

### **Key Results Areas:**

- Completion of daily transactions in a timely and accurate manner.
- High degree of retail product knowledge and ability to refer to other departments within the bank.
- Friendly, knowledgeable and accurate information conveyed to all customers and prospects.

### **Core Competencies:**

Motivated, energetic, reliable, readily accepts change, communicates in a positive and appropriate manner, possess accurate listening skills, and receptive to constructive feedback.

### **Requirements:**

- High school diploma or GED.
- Basic math skills.
- Prior customer service experience preferred.
- Excellent phone skills.
- Cash handling and sales experience a plus.
- Outstanding interpersonal skills with the ability to connect with customers.
- Basic PC skills with ability to learn various technology and information systems.
- Strong oral and written communications skills.
- Effective organizational skills.
- Ability to work in a team environment.
- Completes job duties with a high degree of accuracy and detail.

*Astra Bank is an Equal Opportunity Employer. The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.*

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