



Job Title:

Universal Banker

Job Description:

Responsible for all customer service duties including sales and relationship management, while reaching or exceeding established goals for new deposit accounts. Master The Walton State Bank delivery process and product knowledge to develop customer relationships by performing the following essential duties.

Location:

Walton, KS

Status:

Full Time

Monday - Friday, 9:00 AM – 5:00 PM

Responsibilities/Duties:

- Develop new customer deposit relationships.
- Continually exceeds customer service expectations by offering excellent service, including greeting customers, smiling, using their name, and building rapport with customers designed to generate customer loyalty.
- Serve as customers' single point of contact on all products and services.
- Services customers by processing a variety of teller and platform transactions quickly with minimal or no errors according to established bank policies.
- Cross sells products and services and makes appropriate referrals to other staff members and departments to ensure customer needs are met.
- Opens new accounts, certificates of deposit, and all other products offered by the bank; answers customer questions, provides account opening information, and ensures that proper paperwork is completed and entered on the computer system.
- Retains existing customers and develops new customer relationships.
- Proactively resolves customer complaints.
- Works in a team setting on various projects including sales programs, etc.
- Adhere to established standards, policies and procedures.
- Deliver strong community visibility.
- Participate in community and networking events.
- Responsible for complying onsite operational compliance, internal controls, security policies and procedures and assuring compliance with all laws, regulations, and corporate policies.

Preferred Skills:

- Strong problem-solving abilities.
- Ability to maintain a high level of confidentiality.
- Excellent organizational and communication skills.
- Ability to exercise independent judgment within established policies and guidelines and provides appropriate customer solutions.

- Must have strong sales, customer service, verbal, written, math, PC and operational skills.
- Ability to work independently and in a team environment.

Preferred Experience:

- 2-3 years' work experience. High school diploma or equivalent required; Associate degree preferred.
- Experience with sales, customer service, and cash handling.
- Previous retail banking experience.

To find out more details and apply, please email us at career@waltonstatebank.com