



Job Title: Universal Banker II

Reports to: Branch Manager
Department: New Accounts

Are you a people person? Do you enjoy the satisfaction of helping customers and making sure that they get the help they need? We are looking for someone with outstanding customer service skills and that person could be you!

Who are we?

Here at Riverland Bank we believe that community banks should benefit everyone in their local area and beyond – from small towns to big cities.

In 2005, Riverland Bank was founded in Jordan, Minnesota. Today, our experienced team of banking experts proudly serves the Twin Cities metro and suburban communities. As our bank continues to grow alongside our customers, we are constantly working to provide access, offer a better banking experience, and make a greater impact in the community. It's our priority to offer a local banking option where strong relationships can take root.

In this position, you will

- Provide a full range of banking services to individual customers and commercial clients as well as providing support to branch staff. This position is responsible for answering and directing incoming telephone calls, greeting customers, and directing them to the appropriate department or person.
- Other responsibilities include providing teller services to clients, assisting with the cash recycler (where applicable), opening new consumer or business deposit accounts, cross-selling bank products and services, as well as providing backup support to the Branch Manager with administrative work as needed.

Job Accountabilities:

- Make banking easy and deliver high performance by providing immediate responses to clients and bank employees and addresses questions and/or issues that are encountered.
- Responsible for resolving customer questions, complaints and requests via the telephone or e-mail, adhering to internal policies and procedures, and utilizing working knowledge of the organization's products to meet department productivity and quality standards.
- Explain, promote, and enroll customers in self-service products including Telephone Banking, Debit Cards, Online Banking, Bill Payment and Mobile Banking.
- Engage in professionally helpful, curious, and courteous customer conversations to identify specific needs and make customized recommendations and cross sell bank products.
- Maintain exceptional cash handling skills and accurate drawer balancing.



- Process transactions per customer requests.
- Opens new consumer and business accounts including checking, savings, CD's, IRA's, and HSA's.
- Provide extraordinary customer service by conducting business in a professional, friendly manner and building long-term customer relationships.
- Understand and adhere to all Riverland Bank standard operating policies and procedures and Federal and State banking regulations.
- Adheres to compliance procedures and internal/operational risk controls in accordance with any or all applicable regulatory standards, requirements, and policies.
- Knowledge of applicable federal and state banking regulations including but not limited to the Bank Secrecy Act/Anti-Money Laundering/CIP (US Patriot Act). Report suspected non-compliance with regulations and related policies to the Compliance Officer.
- Assisting in the balancing and auditing of cash recycler or vault(s).
- General office duties such as mail preparation, courier preparation, supply ordering and restocking of supplies, and maintaining scheduling of conference room.
- Perform opening or closing duties at the branch location as needed.
- Candidates are encouraged to be involved in community organizations and represent Riverland Bank in a professional manner.
- Become and provide Notary Public services.
- Other duties as assigned.

Minimum Requirements:

- High-School Diploma or Equivalent
- A minimum of one year cash handling and customer service experience

Job Type: Full-Time Non-Exempt

Pay: \$20-\$23 per hour

Benefits:

- 401(k) (employer 6% matching contribution)
- Health Insurance
- Dental Insurance
- Employee Assistance Program
- Flexible spending account
- Health Saving Account (employer contribution)
- Life Insurance
- Advancement Opportunities
- Paid Time-Off
- Referral Program
- Tuition Reimbursement
- Vision Insurance
- No Weekend or Evening Hours! Monday – Friday 8:00 – 5:00 pm



Expectations:

- Basic understanding of banking and banking products and services.
- Experience with Microsoft Word, Excel, Outlook and Windows.
- The ability to read and interpret documentation such as operating and procedure manuals.
- Provides customers with courteous, friendly service, which exceeds their expectations while processing transactions promptly, efficiently, and accurately.
- Follows a professional manner through written and verbal communications, attitude, business attire, work area, and thorough knowledge of our products and services.
- Self-motivation, good organization skills, and excellent communication and phone skills.
- Ability to identify and resolve problems and make quality decisions in a timely manner.
- Ability to multi-task and organize priorities.

Qualifications:

- High School diploma or equivalent
- At least one year cash handling and customer service experience required.

Working Conditions, Physical Demands, Equipment and Tools Used:

- The noise level in the environment is usually moderate.
- While performing the duties of this job, the employee is regularly required to stand, walk, use hands, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. Ability to lift to 25 pounds.
- Vision abilities include close vision, distance vision, peripheral vision, depth perception, and the ability to focus.
- Use of personal computer, calculator, telephone, cash recycler, encoder, scanner/copier, and other general office equipment.

EOE

Riverland Bank is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

