

## Universal Banker

**Job Status: Full Time**

**Work Schedule:** Monday through Friday 8:00 A.M. to 5:00 P.M.  
Saturday- Occasional -7:45 A.M. to 12:00 P.M.

**POSITION SUMMARY:** Under the direction of the Operations Supervisor, the Universal Banker is responsible for developing and maintaining customer relationships through accurately processing all customer transactions, gathering customer data to establish their banking relationship, referring other bank products and services as appropriate for the customer and managing customer accounts as necessary.

### Responsibilities

- Handle customer information requests including but not limited to product and service information, account balance inquiries, check, and deposit postings, and debit card transactions. Conduct necessary research utilizing available resources.
- Issue money orders and cashier's checks, redeem U.S. Savings Bonds, process cash advances and sell Visa Gift Cards.
- Answer customer inquiries (in-person and phone) while complying with disclosure requirements, regulations and consumer privacy policies.
- Provide electronic banking support for Online Banking, Mobile Banking, Bill Pay, Remote Deposit, Cash Management, Positive Pay and Telephone Banking.
- Utilize good judgment and understanding of Bank policy to effectively make independent decisions to resolve customer issues when appropriate.
- Cross sell additional products and services by recognizing opportunities; explain new products and services and their features.
- Open new accounts as needed.

### Education

- High School Diploma or equivalent.

### Experience

- Previous customer service, preferably in the financial services industry.

### Other Skills and Abilities

- Excellent customer service skills and the ability to work effectively.
- Excellent listening, verbal communication and phone etiquette skills.
- Must be customer service driven with a high level of interpersonal skills to handle sensitive and confidential situations.
- Knowledge of bank products and services.
- Knowledge of various federal regulations including, but not limited to Bank Secrecy Act, Right to Financial Privacy Act, GLBA-Privacy, Truth in Saving Act, Regulation CC, and Regulation E.
- Proficient computer skills including experience with Windows based applications (ability to navigate within multiple screens).
- Ability to operate a variety of office equipment, including a multi-line phone system, PCs, printers and scanners.

Interested applicants can reply with a resume to this posting or contact Ros Hauck at Sterling Bank in Barron. Please send resume to P O Box 70, 234 E LaSalle Ave., Barron WI 54812

*Member FDIC. Sterling Bank is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sexual orientation, gender identity, national origin, disability status, and protected veteran status.*