



Universal Banker Position - Hourly

Summary:

This position conducts teller transactions and supports daily bank operations. Open new accounts. Maintains high service standards with every customer and /or prospective customer interaction. Performs duties in a professional manner with respect to clients and their privacy. Complies with all policies, procedures and regulations pertaining to banking, including the bank's code of ethics and code of conduct. Completes annual compliance training courses.

Responsibilities will include the following:

- Introduces bank services, products and other department personnel as appropriate to enhance relationship opportunities.
- Calls on Bank's best clients in a structured manner to assure we are meeting clients' needs.
- Gathers appropriate documentation and opens new accounts.
- Welcomes current and potential clients to the Bank.
- Closes any requested accounts and completes the checklist.
- Places holds as necessary and follows transaction handling guidelines.
- Helps monitor, log, process night depository deposits daily.
- Aids clients in any way needed such as, but not limited to: account research, general maintenance, or updating client information on existing accounts.
- Inputs requests for ATM/Debit cards, adjusts limits if requested and takes disputes if necessary.
- Supports the Banking Manager in maintaining accurate files and monitoring potential BSA and AML situations such as Suspicious Activity Referrals.
- Strive for a nonstop professional attitude and outward appearance.
- Ensure that each client receives a good experience during their interaction with the bank.
- Accepts checks for cashing and processes withdrawals and deposits.
- Issues negotiable instruments.
- Balances cash drawer(s). May help with cash shipments in/out.
- Inputs wire transfer requests and helps maintain the log.
- Reviews daily operating reports and processes any mailing that may be required for the day such as; CD interest checks, overdrawn account notices, etc.
- Assists with Online Banking questions, inputs new Cash Management users, and administers any needed online banking maintenance.
- Scans or quality control (not at same time-dual security required) account documents into Account Folio and helps maintain correct record retention procedures.

- Completes all assigned and extraneous beneficial training,
- Monitor Remote Deposit Capture (RDC) and Mobile Banking (MDC) transactions, as well as, assist clients with questions. Set up clients as requested.
- Scans daily work received and performs account research as requested.
- Performs Notary services (if applicable)
- Answer incoming calls, resolving call issues or forwarding to the correct person and/or department.
- Helps evaluate overdrawn account(s) daily for non-sufficient funds (NSF), non-posted items (NPA), and closed accounts. May contact clients on the nature of their account.
- Assists with random bank audits.
- Back up the Operations Specialist when uploading ACH files and log the transactions or batches.
- Files paper work and reports.
- Performs any other duties as assigned.

Skills Needed:

- Excellent customer service and patience as well as a high desire and willingness to learn.
- Knowledge of Microsoft Office programs including Word and Excel.
- Capacity to use many different programs to fulfill daily duties.
- Good verbal and a high level of interpersonal skills.
- Flexibility to react to a changing environment and urgent situations.
- A high level of organization and ability to multi-task.
- Ability to work in a team oriented environment all working toward a common goal.
- Capability to recognize opportunities for the client, potential or existing, in addition to the bank.

Training/Preparation required:

- Minimum 1 to 2 years of job related experience, including customer service, cash handling, and other general retail banking experience preferred.
- High School diploma or equivalent required.
- Continuously seek self-improvement and must be comfortable receiving ongoing performance feedback.

Location: Phoenix, Arizona

Candidates please contact Cathy Mireles at 602.280,9405 or email qualifications to cmireles@republicaz.com

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