

JOB TITLE: UNIVERSAL BANKER

Location: Darien, CT

Type: Non-Exempt/Non-Officer/37.5 hours per week

Position Summary:

Assist the Branch Manager (BM) and Assistant Branch Manager (ABM) in operating the Branch in an efficient, smooth, and economically sound manner in accordance with Bank policies, operating procedures, audit requirements and regulatory standards. Promote branch effectiveness in conformance with bank goals and objectives. Assist with the achievement of Branch Sales goals. Float throughout the Westport Cluster as a Teller/Platform person as needed.

Qualifications Required:

- High School Diploma or equivalent
- Minimum 2 years of experience in Retail Banking in a Bank/Credit Union
- Windows and Excel proficiency

Essential Functions and Responsibilities:

- Ensure Branch operates smoothly in the absence of the ABM/BM
- Inform Branch Manager of Branch activity in their absence
- Respond to Branch email/phone call requests and resolve customer platform inquiries as needed
- Perform all platform transactions i.e. open accounts, resolve issues, etc.
- Adhere to the policies/procedures in Teller/Platform Sections of the Branch Operations Manual
- Assist BM with branch/sales activities, sales calls, identifying cross sell opportunities
- Assist with the completion of the Branch Monthly checklist
- Maintain and deepen customer relationships
- Protect customer privacy and maintain confidentiality
- Provide high quality service to every customer i.e. smile, timely assistance, etc.
- In the absence of the Head Teller oversee of Teller Line and perform necessary functions
- Assist Teller Line staff on resolving customer inquiries i.e. interest rates, etc.
- Assist Teller Line staff with transactions to accommodate the flow of business
- Approve/sign checks being issued and cashed within limits
- Assist with on the job training for new and existing Teller Line staff as needed

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Essential Functions and Responsibilities:

- Assist with security of teller stations including keys, combos, cash drawers, and teller work
- Assist with monthly regular and surprise audits of Vault, ATM, and Teller Line
- Recommend to pay/charge/return/waive overdrafts in the absence of the BM/ABM
- Process domestic and foreign wire transfers
- Assist with safe deposit box operations i.e. customer access, billing, opening/closing boxes
- Assist with weekly/monthly Branch meetings
- When possible attend both the ABM and Head Teller meetings
- Maintain NMLS Registration and complete annual renewal
- Perform as a registered Notary Public
- Order/manage use of office supplies in Branch to control waste
- Develop working knowledge of bank products/services via training, product manual, etc.
- Respond to alarm calls
- Actively participate in Bank sponsored community service activities
- Participate in networking activities as required
- Regular and predictable attendance
- Adhere to all the policies, procedures, and requirements outlined in the Employee Handbook
- Comply with all Bank policies, procedures, audit requirements, and federal regulations
- Complete all required training within deadlines as related to this position
- Perform other related duties as assigned

Salary Range: \$20—\$25 per hour