

Falcon National Bank

Job Posting for Full Time Retail Banker



JOB TITLE: Full-Time Retail Banker

JOB DEPARTMENT: Business & Consumer Banking

At Falcon National Bank, we are passionate about helping our customers and the communities where we live and work. This is accomplished by finding talented individuals who share in our Mission of building life-long relationships, our Vision of growth and success, and our Values of high integrity and reliable execution. Falcon National Bank is currently looking for a **Retail Banker** to join our **St Cloud, Foley, and Richmond** Locations.

What's In It For You?

We're proud to offer a variety of benefits to support the health and well-being of our full-time employees, including:

- Company Sponsored Life Insurance and Short-Term Disability
- Medical, Dental, and Vision Insurance
- Health Savings Account (HSA), Limited Flexible Spending Account (FSA) and Dependent Care Flexible Spending Account (DCFSA) options.
- Paid Company Holidays and Paid Time Off (PTO)
- Volunteer Paid Time Off (VTO)
- 401k Retirement Plan with Company Match
- Voluntary Life Insurance and Long-Term Disability
- Employee Assistance Program (EAP)
- Supplemental Benefit Options

Job Overview: The Retail Banker is responsible for delivering an exceptional in-branch customer experience by fulfilling the customer's sales, service, and transactional needs. This role is critical to engaging with customers, building long-term relationships, and creating loyalty by providing insight, advice, and recommendations based on their banking needs. The Retail Banker implements strategies to retain and deepen current customer relationships, establishes new relationships, builds customer confidence with digital channel capabilities, provides account servicing and maintenance, assists with problem resolution, and processes transactions accurately and efficiently.

POSITION DUTIES AND RESPONSIBILITIES

Provides friendly, helpful service that provides lasting relationships through:

- Help expand business by targeting new growth opportunities.
- Work cooperatively with others to ensure effective working relationships between departments and branches.
- Provide prompt, friendly, and courteous service to all customers and team members.
- Maintain well-developed knowledge of all products and services to understand and fulfill customer needs.
- Execute all sales, service, and banking transactions accurately and in compliance with bank policies, procedures, and regulatory requirements.
- Perform all teller-related duties as described in the Teller job description.
- Prepare follow-up letters and emails in accordance with the Onboarding process.
- Assist customers with account problems, reconciliation, and research.
- Ability to work from any location (as assigned).
- Performs quality check work on account documentation.
- Other duties as required by management.

REQUIRED SKILLS

- Ability to keyboard and enter numerical data with speed and accuracy.
- Proficient with Microsoft products and Bank software products.
- Strong analytical skills and attention to detail.
- Excellent verbal and written communication skills.
- Ability to work independently and within a team environment.
- Flexible, self-motivated.
- Ability to multitask and prioritize as needed.
- Exceptional interpersonal and customer service skills.

Minimum Qualifications

- High school diploma or equivalent.
- Satisfactory completion of pre-employment screening.
- One year of previous experience interacting with the public or serving customers

Pay Range: \$18.00-\$22.00/hour. Starting pay is determined based on several factors, which can include the candidate's experience, qualifications, skills, and geographic area.

Falcon National Bank is an equal-opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.