



Job Title: Universal Banker
Reports to: Banking Center Manager
Department: Retail
FLSA Status: Non-Exempt

Summary:

Receives and pays out money and keeps records of money and negotiable instruments involved in financial transactions by performing a variety of duties.

Essential Duties and Responsibilities:

- Accept deposit and loan payments, cash checks, verify funds;
- Confirm customer identity and answer telephones;
- Responsible for maintaining a cash drawer, tracking each transaction using the Insight Teller System, accurately scanning all transactions and balancing the drawer following each work shift;
- Cross Sell full array of banking products to all deposit and loan clients;
- Responsible for maintaining compliance daily;
- Responsible for ensuring correct signature authorizations have been met on all checks;
- Report discrepancies immediately to the Senior Teller and assist in clearing discrepancies;
- Assist new and existing customers in completing desk side tasks including but not limited to opening and closing deposit accounts, ordering checks and debit cards and completing wire requests;
- Perform tasks quickly and accurately while maintaining excellent customer service and the confidentiality of the Bank's customers;
- May be responsible for completing reports and completing outbound sales calls for customer service-related matters as assigned by Banking Center Manager;
- Remain current on, adhere to and ensure that all regulatory requirements and training are being maintained; and
- Perform all other duties as assigned.

Education/Experience:

High School diploma or equivalent; 2 + years banking experience required.

Knowledge, Skills and Abilities:

*Triumph Bank- Universal Banker
Updated by: C. Duncan, August 1, 2019*

- Effective interpersonal relationships with customers, management and team members;
- Ability to operate in a team environment to accomplish shared goals;
- Basic Mathematical Skills;
- Working knowledge of all consumer products offered by the bank;
- A thorough understanding and application of all policies, procedures and regulations pertaining to the work of a Universal Banker.
- Ability to solve practical problems and interpret a variety of instructions furnished in written, oral or schedule form;
- Ability to effectively manage time as related to daily tasks;
- Ability to prioritize multiple demands in a high-pressure environment while maintaining professional demeanor; and
- Acquire proficiency of the Navigator and Insight Teller Systems and electronic communications.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Sit or Stand for extended periods;
- See to read small print or complex reports;
- Effectively communicate orally;
- Manually operate keyboard, mouse and other personal computing devices;
- Manual dexterity to quickly and accurately count cash and coin; and
- Occasionally lift up to 15 pounds.

Compensation and Benefits:

This position is eligible for all group benefits of a non-exempt employee as defined in the Triumph Bank Employee Handbook. The Banking Center Manager will evaluate the performance of the Universal Banker on at least an annual basis.