



# Independence

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## BANK

### Account Relations/ Backup Teller

#### **POSITION SUMMARY**

This position is responsible for determining the financial needs and services of new customers and cross-selling additional products and services to existing customers within the policies, objectives and guidelines established by the Bank. Project a professional image and utilize acquired techniques to increase effectiveness and customer relations. Will be responsible for assisting customers with inquiries regarding their accounts and managing account changes and updates. This position will also assist the Teller Department as needed. This entails being responsible for the accurate and courteous processing of customer transactions on the teller line contributing to favorable customer relations and efficient teller operations.

**This position is 40 hours a week**

#### **QUALIFICATION REQUIREMENTS**

Position requires knowledge of banking terminology, products, and services. Must possess ability to type, use a computer, calculator, fax, printer, and copier. Customer service skills with ability to communicate orally and in writing. Proficient in Microsoft Excel and Microsoft Word. Demonstrate a high level of organization with attention to detail and accuracy. Demonstrate self-motivation and ability to follow through with tasks. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED); two to three months related experience and/or training; or equivalent combination of education and experience.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms, and talk or employee frequently is required to walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. Specific vision requirements include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

For a full description for this position or a copy of our benefits package, please contact the Human Resources Department. Independence Bank EEO/Employer/Vet/Disabled