



MAINSTREET COMMUNITY BANK

Job Title: Personal Banker - Float

Department: Retail Banking

Reports To: Retail Branch Manager and Branch Manager on Duty

FLSA Status: Non-exempt

Position Summary

At Mainstreet Community Bank, we are *Where Relationships Matter*. The primary responsibility of the Personal Banker position is to provide exceptional customer service through transaction processing, account openings, servicing accounts, and day-to-day customer interactions. This position assists customers at both the Platform and at the desk.

Specific Job Functions & Responsibilities

Customer Service:

- Consistently exceed customer expectations by providing premier customer experience through all in person, phone, and electronic interactions with customers.
- Assist with customer account inquiries, customer product and service requests, and problem resolution.
- Ability to multi-task and effectively transition between teller and desk duties based on branch need.

Operations:

- **Expected to travel regularly between all bank locations to provide coverage and support where needed.**
- transactions, within assigned limits and adherence to policy/procedure. Transactions include but are not limited to: check negotiation, withdrawals, deposits, gift cards, cashier checks, money orders, bond redemption, cash advances, loan payments/draws, coin orders.
- Maintain a strong knowledge of bank procedures for opening and processing maintenance on accounts, complete all requests in accordance to established procedures.
- Provide a high level of accuracy with transactions, maintaining a balancing record that is in accordance to policy. Take initiative to find and correct any cash differences that may occur.
- Provide a high level of accuracy with account opening and maintenance including account documentation, CIP and Yellow Hammer.
- Provide operational support to branch through cash audits, indexing, providing 2nd review on accounts, and managing document tracking (as assigned).
- Follow required federal and state regulations and related internal policies and procedures.
- Must complete all required annual training
- Follow required federal and state regulations and related internal policies and procedures

Required Skills/Abilities

Ability to influence-asking for the business and closing the sale

Strong interpersonal and verbal/written communication skills

Strong organization skills

Excellent team player

EOE/VET/Disability



Attention to detail
Ability to multi-task

Education/Experience Required

High school diploma or equivalent
Previous customer service experience
Previous banking experience helpful

Compliance

All associates have a responsibility to understand the Bank's BSA/AML Program, the procedures outlined in it, and to follow the Program and procedures in carrying out their duties. When an associate has supervisory responsibilities, he or she will make certain that his/her staff understand the responsibilities to comply with applicable regulatory issues and internal programs, policies and procedures. Any associate that fails to adhere to the BSA/AML Program or commits other violations of the Code of Conduct may be subject to disciplinary action up to and including termination.

Physical Demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is an on-site position. Must be willing and able to travel to all branch locations.

While performing the duties of this job, the employee is regularly required to sit, stand, use hands to touch, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. must be willing and able to drive and travel to all branch locations.

Notice

- Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the employee will possess the abilities and aptitudes to perform each task proficiently.
- Ability means to possess and apply both knowledge and skill.

EOE/VET/Disability



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- This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
- This position description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- This position description does not create an employment contract, implied or otherwise than an “at will” employment relationship.

*This job description does not list all of the functions of the job. Management often assigns additional duties. This job description may be revised at any time.

Employee signature

Date

Supervisor signature

Date