



JOB DESCRIPTION

POSITION TITLE: Universal Banker I (Non-Exempt)

REPORTS TO: Universal Banker III & Branch Manager

LOCATION: Maple Office

DEPARTMENT: Operations

This position, as well as all NVB positions, is responsible for carrying out the Bank's mission statement:

“We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services.”

Essential Duties and Responsibilities:

- Phone calls- Customers, banks, and branches
- Receives checks and cash for deposits and/or loan payments, verifies the amount, enters the transaction into the computer and issues computer generated receipts
- Cashes checks and pays out money after verification of signatures, endorsements and customer balances
- Sells and processes money orders, cashier's checks, and savings bonds
- Cross selling banking products and services.
- Properly document all necessary transactions in the Large Transaction log
- Receives payment for utilities companies (in applicable offices)
- Opens and allows customers access to safe deposit boxes, following specified procedures (in applicable offices)
- Balances assigned cash drawer on a daily basis, maintains appropriate drawer limits, and adheres to all security precautions in respect to the cash drawer and the key to the cash drawer.
- Prepares documentation for stop payments and forwards to Operations
- Direct Branch Scanning
- Provides excellent customer service by direct contact or by answering the telephone, assisting customers with questions and concerns regarding their North Valley Bank accounts, or directing customers to the appropriate personnel for assistance

- Greets **all** customers as they walk into our lobby or pull into the drive thru. This includes never leaving the lobby unattended and never leaving only one person on the front line.
- Establishes and maintains good customer relationships
- Prepares Funds Availability forms and forwards to Universal Banker III for approval
- Maintains self education about North Valley Bank Products
- Observes all security procedures during the opening and closing of the branch
- Secures and properly controls cash, negotiable items, passwords and keys
- Maintains Universal Banker area and stations in a neat, clean, and orderly manner
- Adheres to organizational policies and procedures
- Understand and adhere to the responsibilities associated with BSA and AML in relation to job performed.
- Utilizes the customer's name in every transaction
- Thanks every customer for their business at the conclusion of their transactions.
- Smiles, and brings a positive attitude to every transaction.
- Maintains the privacy of customer information and the security of all records
- Conduct work relationships/interactions professionally with customers, supervisors, coworkers and others:
 - Maintain high levels of confidentiality
 - Conduct conversations in a professional manner
 - Dress in accordance with bank policy
 - Successfully attend and complete all mandatory and elective training
- Maintain extensive contact with customers, the public and the community, conducting relationships that will enhance the overall marketing effort of the bank.
- Participate in community organizations and events to enhance the images and reputation of the financial institution in the communities it serves or plans to serve.
- Assumes any and all other responsibilities assigned

STAFF GUIDELINES:

All team members will commit and adhere to the bank's **CORE VALUES** while performing the essential duties and job responsibilities of the position:

- Accountability
- Community
- Communication
- Teamwork
- Integrity
- Knowledge

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- ❖ High school diploma or equivalent
- ❖ 6-months – 1 year of relative experience / training
- ❖ Basic banking knowledge / experience a plus, but not required
- ❖ Cash handling and customer service experience a must

Other Skills:

- ❖ Ability to work independently and in a team environment, with limited supervision, and be a self-starter
- ❖ Must possess excellent organizational skills
- ❖ Ability to react to stressful situations with professionalism while remaining calm
- ❖ Must be tolerant of all personality types of clients, customers, employees, vendors and others

Physical Demands:

- ❖ Must be able to sit, stand, and walk; reach with hands and arms; use hands; talk and hear; lift or move up to 25 pounds; may occasionally need to stoop or kneel.

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

This job description has been read and approved by:

Employee Signature

Supervisor Signature

Date