

**Washington State Bank – Fairfield Branch
Personal Banker**

Position Summary:

A Personal Banker is responsible for helping existing as well as potential customers with any question they may have regarding WSB products and services. They are also responsible for opening all deposit accounts in accordance with the bank's procedures and CIP policy. A Personal Banker must have good working knowledge of all ancillary products.

Will report to work at the Fairfield Branch at scheduled time Monday through Friday.
Will report to work at the Washington Branch at scheduled time every 4th Saturday.

Essential Functions:

- Strong knowledge of current product lines and customer base.
- Knowledge of ownership and fiduciary types.
- Process transactions accurately and efficiently, including deposits, withdrawals, loan payments, CD purchase and redemption and check cashing.
- Issuing and redeeming certificate of deposits.
- Opening new or changing existing deposit accounts.
- Opening new or changing safety deposit box lease agreements.
- Provide customer service for Debit Card and ATM products.
- Provide customer service for the Banno, Mobile Banking and Remote Deposit product, including but not limited to new user setup, resetting locked accounts and user questions.
- Provide customer service for Washington State Bank Visa Credit Card product.
- Provide customer service of the Gift Card and Travel Card product.

Knowledge, Skills and Abilities:

- Must be able to provide courteous and professional customer service via face-to-face and telephone communication and by email and written correspondence.
- Must be able to utilize a PC and applicable software.
- Must be able to navigate the internet.
- Must have strong knowledge of the bank's core operating system.

Expectations:

- Each Personal Banker is expected to dress in a business professional manner.
- Each Personal Banker is expected to greet all customers and potential customers with a smile.
- Each Personal Banker is expected to provide excellent customer service to fellow staff.
- Each Personal Banker is expected to put the customer and potential customer first.
- Each Personal Banker is expected to be an active participant in any bank activity.
- Each Personal Banker is expected to be an active member of the Fairfield, Iowa community.

Minimum Qualifications:

High school diploma or general education degree (GED).

Prior experience with the general public (customers) is a plus.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.