



JOB TITLE: Personal Banker I
FLSA STATUS: Non-exempt

Do you like a challenge? Do you want to work with dedicated community minded team members? Do you want to work for a community bank that is a leader in the markets we serve? If so, ESB Financial is looking for a dynamic Personal Banker to join our Emporia, Kansas Team.

PRIMARY PURPOSE OF JOB

This position provides quality service to bank clients in an efficient and professional manner via in-person, telephone, or online regarding daily transactions. This may include account maintenance, balance transfers, stop payments, statement requests, etc. and referrals to appropriate services.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS - *Other duties may be assigned*

- Provides a full range of client service-oriented support activities; greets clients professionally; responds to inquiries of a specific or general nature; determines appropriate response or direction for the client.
- Resolves client concerns, basic problems and discrepancies by clarifying issues within given authority; researches and explores answers and alternative solutions; reconciles accounts; reverses client fees or charges within given authority; escalates unresolved problems; follows up with clients as needed.
- Troubleshoots basic issues and provides helpdesk functions to internet banking clients; escalating unresolved problems as needed.
- Obtains enrollment information for online banking; explains features and benefits.
- Possesses basic knowledge of different deposit and loan products, opening accounts, overdraft procedures, stop payment procedures, ATM/Debit Card procedures, account maintenance procedures, etc.
- Serve as a back-up or additional assistance to Teller area as needed.
- Promotes bank products by answering inquiries; informing clients of new services and product promotions; ascertaining clients' needs; and directing clients to the appropriate representative.
- Assists tellers in providing account services to clients as needed by receiving deposits and loan payments; cashing checks; issuing withdrawals; recording night and mail deposits; selling cashier's checks; answering questions in person, via drive thru, by telephone, email, or letter; and adhering to bank policies and procedures.
- Reconciles cash drawer (*when acting in a teller capacity*) by comparing drawer totals to computer proof sheets; maintaining an accurate supply of cash and coin. Balances cash drawer within ten minutes with no more than five unfound errors each month and total offages should not exceed \$100 (long or short) in a one-month period.
- Perform various clerical duties for the department, including preparing appropriate correspondence to clients for the client courtesy program. May also assist with preparation of team member correspondence.
- Complies with bank operations and security policies and procedures by participating in various dual-control functions.
- Maintains client confidentiality and protects bank operations by guarding client's personal and account information; being vigilant regarding potential information security threats
- Develops and maintains an in-depth knowledge of current bank products and services, as well as corresponding bank policies, procedures, and processes, by completing assigned training; stays current on regulations affecting bank products and services.

- Maintains a professional appearance and work area; dressing in accordance with bank dress code; keeping work area stocked with required supplies; organizing workspace for efficiency and appearance; reporting malfunctions of computers and other equipment.
- Represents bank in various community, civic, and community reinvestment functions to further enhance the bank's image and develop additional business.
- Contributes to a team effort by completing other duties as needed and/or assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Good attention to detail and ability to minimize errors in work.
- Good interpersonal and communication skills focused on excellent client service.
- Basic understanding of bank's products and services.
- Basic computer skills and basic knowledge of office equipment, such as 10-key skills, Microsoft Outlook.
- Knowledge of basic level persuasiveness techniques.
- General knowledge of math and financial calculations.
- Ability to demonstrate positive and helpful demeanor when working with the public.
- Ability to establish and maintain effective working relationships with staff.
- Willingness to perform other duties as assigned.

ORAGANIZATIONAL CORE COMPETENCIES

Building Trust: *Interacting with others in a way that gives them confidence in one's intentions and those of the organization.*

Client Focus: *Ensuring that the client perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet clients' and own organization's needs.*

JOB SPECIFIC COMPETENCIES

Building Client Loyalty: *Effectively meeting client needs; building productive client relationships; taking responsibility for client satisfaction and loyalty.*

Engagement Readiness: *Demonstrating a willingness to commit to one's work and to invest one's time, talent, and best efforts in accomplishing organizational goals.*

Managing Work (includes Time Management): *Effectively managing one's time and resources to ensure that work is completed efficiently.*

Quality Orientation: *Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.*

Sales Ability/Persuasiveness: *Using appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea from prospects and clients.*

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent required.
- One year of customer service-related experience.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents & reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public in person or via a headset.				X
Sitting: Must be able to sit for long periods of time.		X		
Standing/Walking: Must be able to move about the work area.			X	
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and check equipment.	X			
Lifting/Pulling/Pushing: Must be able to lift 25 pounds with or without reasonable assistance.			X	
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X
Reaching: Must be able to reach above shoulder.		X		

The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.

The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

We offer an excellent benefit package. Competitive salary based on education and prior work experience.

Hours of work: 40 hours week

Availability 7:30 am – 6:00 pm Monday – Friday

Saturday Rotation 8:00am – 12:00pm

\$17.27 / hour

Full-Time/non-exempt

EOE/AA/Veterans/Disabled

Please forward a resume to: humanresources@esbfinancial.com, and complete application located at www.esbfinancial.com.