



## Personal Banking Associate Job Description

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**Job Title:** Personal Banking Associate

**FLSA Status:** Non-Exempt

**Schedule:** Full-Time

**Reports to:** Branch Manager

### **General Job Description**

The Personal Banking Associate, will primarily be responsible for providing professional assistance to the bank's customers, and support to bank staff. This is a dual role, with key responsibilities that include completing a variety of teller, and other banking transactions in compliance with all applicable policies, procedures, and regulatory requirements. This position also includes opening new deposit accounts, servicing existing accounts, cross-selling bank products, and assisting other bank departments with general tasks and duties as assigned.

This is a 40-hour per week non-exempt position, Monday through Friday, hours will range from 8:00 a.m. to 5:00 p.m. A Saturday rotation from 8:30 a.m. to 12:00 p.m. will be required.

### **Duties and Responsibilities**

- Efficiently and accurately process customer information and teller transactions, while adhering to all required bank policies and procedures;
- Ability to practice branch security by consistently protecting customer confidentiality and privacy;
- Ability to evaluate current customer needs and cross-sell appropriate bank products to them;
- Opening and maintaining customer accounts;
- Exceptional Customer Service;
- Perform various teller functions;
- Scanning and indexing customer documents;
- Process daily work;
- Regular and reliable attendance required/physical presence at bank;
- Perform other duties as assigned.

### **Skills and Abilities**

- Excellent communications and interpersonal skills;
- Effective organizational, multi-tasking and prioritizing skills;
- Self-starter; ability to work in a team and independent environment;
- Proficiency with Microsoft Word, Excel, Outlook, Windows;
- Eagerness and willingness to learn a variety of tasks;
- Work overtime as needed and/or requested by management.

### **Education and Working Requirements**

- High school graduate, college degree or work experience equivalent
- Banking Experience: 2+ years preferred;
- Customer Service 2+ years preferred;
- Cash handling experience preferred.

## **Working Conditions**

Must be able to stand and/or sit for extended period of time. Occasional heavy lifting required. Job requires employee to bend forward by bending forward at the waist, or by bending the legs and spine. Must be able to express ideas by the spoken word, and requires perception of speech.

### **ONB Bank offers a comprehensive benefit package to our full time employees:**

- Medical \* Dental \* Vision
- Paid Time Off
- Paid Federal Holidays
- Life Insurance
- Short Term and Long Term Disability
- Flexible Spending Accounts
- SIMPLE Retirement Savings Plan
- Employee Referral Program
- Educational Assistance
- Employee Birthday Pay
- Employee Wellness Allowance

*ONB Bank is an Equal Opportunity Employer*

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