

MARION COUNTY BANK

Job Title: Retail Banker
Department: Retail Department
Reports To: Retail Manager
Classification: Hourly

SUMMARY:

Marion County Bank, a market leading, locally owned, community bank with branches in Pella, Knoxville and Melcher-Dallas, Iowa is seeking to hire a team-oriented Retail Banker to fill a full-time position currently in its Pella location. The Retail Banker will assist bank customers in selecting and implementing financial solutions to meet their business and consumer needs. This position is responsible for providing a high level of customer service and fostering customer relationships. The Retail Banker will process all new account transactions; open, maintain and close all account types while ensuring compliance with applicable bank regulations; assist customers in their selection of various accounts and financial services; support deposit ancillary products; cross-sell the Bank's products and services. The position would be in the Pella branch. The candidate must be community-minded and be an active part of the Marion County communities we serve.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Adhering to Marion County Bank's policies and supporting Management decisions and goals in a positive, professional manner.
- Representing Marion County Bank with a high level of integrity and professionalism.
- Maintaining knowledge and understanding of banking rules, regulations, laws and all policies and procedures pertaining to them including, but not limited to, the Bank Secrecy Act.
- Demonstrating a willingness to adapt to changing business needs and deadlines.
- Possessing a strong team-oriented, values-based work ethic.

ESSENTIAL FUNCTIONS:

- Responsible for processing new account transactions including opening and closing of consumer and business checking and savings accounts while ensuring compliance with applicable bank regulations.
- Assists customers with the purchase and cashing of certificate of deposit products.
- Provides a variety of customer service products including recurring transfers, stop payments, incoming and outgoing wire transfers, check orders and ATM and new Debit card orders.
- Assists customers with on-line banking activities relating to internet banking set-up, BillPay and Mobile Banking. Also troubleshoots customer issues relating to these products.
- Sets up IRA accounts and HSA accounts and assists with contributions and distributions.
- Performs safe deposit duties by issuing new boxes and entering required information on computer system.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Promotes the MCB credit card and assists customers with the application process.
- Attracts potential customers by answering product and service questions, suggesting information about other bank products and services.
- Promotes business for the Bank by maintaining good customer relations and referring customers to appropriate staff for new services if required.

SKILLS/QUALIFICATIONS:

- Ability to work with professionalism, patience, and courtesy in customer relations.
- Ability to communicate effectively, both verbally and in writing.
- Possess mathematical skills.
- Ability to think quickly and logically to ensure expedient response to customer inquiries.
- In-depth knowledge of the bank's products, processes, and policies.
- Effective organizational and time management skills; ability to multi-task and work with frequent interruptions with minimal supervision while performing duties.
- Proficient with Excel, Outlook, and can quickly learn new computer systems.

EDUCATION AND EXPERIENCE:

- High school diploma or GED required.
- Post-secondary degree in related field strongly recommended.
- Previous banking or customer service experience required.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Marion County Bank provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

TO APPLY:

Qualified candidates can send or email a cover letter and resume to:

Shannon Long, Marion County Bank

800 Main Street, Pella, IA 50219

slong@marioncountybank.com

No phone calls please