



Personal Banker

Eagle Rock Bank is growing, come join our team!

Eagle Rock Bank is currently accepting applications for a Full-Time Personal Banker to join our team, and become part of a positive and productive work environment. Eagle Rock Bank is a locally owned and managed community bank with strong values and a commitment to employees who join our bank family. Eagle Rock has proudly served the community since 1996, with locations in Rochester and Stewartville, MN.

Job Title: Personal Banker, Stewartville

FLSA Status: Non-Exempt

Schedule: Full-Time

Reports to: Branch Manager

Position Summary

The Personal Banker will primarily be responsible for providing professional assistance to the bank's customers, and support to bank staff. Key responsibilities will include opening and maintenance of deposit and loan accounts, processing customer transactions, 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

Daily

- Provide exceptional customer service by educating customers on Eagle Rock Bank products and services, answering customer questions and directing them to appropriate departments;
- Build and foster customer relationships through proactive outreach and follow up;
- Effectively engage and communicate with customers, and identify solutions based on their financial needs and goals;
- Acquire and maintain a deep knowledge of consumer and business products and services;
- Provide notary services;
- Train new employees in department as needed or appropriate;
- Provide back-up for teller teams;
- Scan documents for audit purposes;
- Regular and reliable attendance required;
- Physical presence at bank;
- Perform other duties as assigned.

Deposit

- Efficiently and accurately process customer information and teller transactions, while adhering to all required bank policies, procedures, and regulatory requirements;
- Open new personal and business deposit accounts for customers including but not limited to checking savings, certificate of deposits and safe deposit box;
- Work with commercial lending and branch management staff to identify commercial customers that may benefit from cash management products;
- Joint calls with other bank staff/officers to prospective and existing customers;

Lending

- Develop & service customer loan portfolio;
- Collect loan applications, analyze financials, underwrite and prepare loan disclosures and documents while adhering to all required bank policies, procedures and regulatory requirements including loan renewals and modifications;
- Order services from outside sources such as title insurance, appraisals, lien searches, environmental, flood certification, certificate of good standing and outside counsel;
- Provide payoff information to customers or other organizations;
- Approve any non-regular loan payments and ensure they are applied appropriately;
- Monitor the progress of outstanding loan exceptions;
- Review maturing loan reports and determine payoff and/or renewal status;
- Assist bank examiners, credit department, and other sources as needed regarding file information and/or loan account information;
- Review prepared documents prior to closing for accuracy.

Skills and Abilities

- Excellent communications and interpersonal skills
- Effective organizational, multi-tasking and prioritizing skills
- Self-starter, effective time management
- Provide quality service to customers
- Dependability, accuracy, and attention to detail
- Problem solving and troubleshooting
- 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

Education and Preferred Requirements

- High school graduate, college degree or work experience equivalent
- Banking Experience 5+ years
- Personal Banker experience 5+ years 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.

Eagle Rock 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
- 401k Retirement Savings Plan
- Employee Referral Program
- Educational Assistance
- Employee Birthday Pay
- Employee Wellness Allowance

Eagle Rock Bank is an Equal Opportunity Employer

www.eaglerock.bank