

Relationship Banker/Teller – Full Time

Description

Randall State Bank is seeking qualified individual as a Relationship Banker in our new Brainerd Branch location. The position will be full time / 40hrs per week. The Relationship Banker is responsible for processing customer transactions for a variety of products and services, and upholding Randall State Banks promise to provide accurate, fast and friendly customer service. Establish and solidify customer relationships by understanding their evolving needs and providing solutions for the right products and services. Uphold Randall State Banks customer service expectations of being helpful, knowledgeable, and respectful while interacting with customers and coworkers. Offer appropriate financial solutions to help customers save, transact, and borrow. Resolve customer concerns through quality service and product knowledge.

Major Areas of Accountability:

- Build long-standing relationships with Randall State Bank customers by providing excellent customer service and maintaining thorough knowledge of all products Randall State Bank offers. Build customer trust and loyalty by proficiently answering customer's questions; explaining policies thoroughly, and fulfilling customer needs.
- Serve as a Randall State Bank ambassador to the Brainerd Lakes Area and Randall State Bank product and service expert. Promote a positive image of Randall State Bank with each customer every time.
- Efficiently gather customer information, identify financial needs, and educate the customer on Randall State Bank products and services. Make appropriate recommendations to the customer to meet their financial priorities. Promote Randall State Bank products, services, and programs.
- Consult with customers on specific account needs; convey rates, service charges and restrictions, and offer available programs to improve the customer experience.
- Process transactions and engage in sales while communicating professionally, clearly and confidently. Perform services including wire transfers, customer information changes, death claims, accurate processing of IRA distributions/contributions, loan payment processing, and Regulation E and fraud claim resolution, adhering to Randall State Bank policies and Federal regulations.
- Consistently seek out prospective customers through referrals, affinity partners, community involvement, telemarketing, and direct mail programs.
- Balance cash drawer daily according to established procedures, locate and/or correct errors or missing information. Maintain accurate balancing/loss record that meets Randall State Banks policy.
- Assist the loan processing area with booking and funding loans on the system, performing check backs on booked loans, reviewing loan files to ensure accuracy, completion and that they are up to date and updating the real estate tax listing.

Qualifications

Required:

- High school degree or GED, or working towards completion.
- Six months proven service results in a customer centric, results-driven environment. Ability to demonstrate a high level of enthusiasm for providing excellent customer service skills.
- Effective communication (verbal and non-verbal), interpersonal skills, and active listening skills. Ability to engage with customers; begin a conversation, build rapport, and handle objections. Comfortable asking customers about their personal finances.
- Demonstrated ability to communicate clearly and professionally while servicing customers.
- Highly developed skills and commitment to customer satisfaction.
- Ability to perform necessary calculations; proficient in basic computer skills.

Preferred:

- Previous customer contact/sales experience.
- Six months or more of cash handling experience.

To apply please contact us at hr@randallstatebank.com or 320-749-2265.