



Personal Banking Representative I

Location: Willard

Department: Operations

Reports to: Branch Operations Manager

Hours: Full-time, Monday-Friday

Job Summary:

Freedom Bank Personal Banking Representative I must be friendly, personable, and committed to delivering excellent customer service. They are responsible for processing all new account transactions, assisting customers in their selection of various accounts and financial services, and cross selling the Bank's products and services.

Essential Job Functions:

1. Open, close, and maintain customer accounts including checking, savings, IRAs, HSAs, personal and business.
2. Adhere to Freedom Bank account opening policy and procedure including customer privacy.
3. Knowledge of Freedom Bank products, account benefits, and FDIC insurance coverage.
4. Assist with online and mobile banking, handling account requests such as balance inquiries and transfers.
5. Answer phones, process mail requests, and problem solve customer issues.
6. Handle the production of debit cards, as well as debit card maintenance and problem solving.
7. Assist in overdraft collection when necessary.
8. Backup Teller duties may be required periodically. Refer to Teller Job Description for more information.
9. Other duties that may be assigned.

Job Requirements:

- Prior banking experience including teller or account representative preferred.
- Strong computer skills including Microsoft Office Suite. Prior knowledge of Navigator Premier or Compliance One Deposit is favorable.
- Outstanding customer service skills.
- Self-starter who is organized, efficient, and has great time management skills.
- Ability to multitask.
- Excellent oral and written communication skills.
- Ability to communicate in English.
- Excellent work habits, attendance, and ability to follow policies and procedures.

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Physical & Environmental Conditions:

- This position exists in an office environment requiring the individual to perform normal activities including, but not limited to, lifting, filing and retrieving, operating office equipment, etc.
- Must be able to remain standing or seated for long periods of time.
- Ability to keep up with a fast-paced environment during peak periods of the day, week, or month.

Working Relationships:

- All bank management and associates
- Customers and potential customers (in person and by phone)

Education:

- Minimum education level - A high school diploma or equivalent required.

Supervisory Responsibilities:

- Does not normally supervise subordinates.

Note: This position description is intended to describe the nature and level of work performed by the associate assigned to this classification. It is not an exhaustive list of all responsibilities, duties, skills required for associates in this classification.