

## **CENTRAL NATIONAL BANK**

### **Job Description**

**POSITION:**            **Personal Banker II – (Full-Time)**

**JOB LOCATION:**   **Great Bend, KS – Wal-Mart (#18)**

**ROLE:** To develop customer relationships by: processing transactions; serving as the primary point of contact for new accounts and consumer loans; identifying opportunities for additional business; and delivering superior customer service while adhering to operational, technical, and regulatory requirements.

#### **POSITION STANDARDS:**

- Act as point of sale and service for the delivery of bank products and services.
- Maintain effective level of product/program knowledge to determine customer/prospect financial needs and sell appropriate product.
- Actively seek business through new and existing relationship management.
- Handle customer problems with professionalism, directing more complex issues seamlessly to management.
- Ensure knowledge of and compliance with Standard Operating Procedures to satisfy operational, technical, and regulatory requirements.
- Other duties as assigned by management.

#### **POSITION FUNCTIONS:**

Qualified applicants should possess six months to two years of customer service and/or retail related experience, enjoy working in an in-store branch and demonstrate the drive to assess and resolve customer requests in a professional, timely and accurate manner. Additionally, this person should thrive on promoting the Bank's different products/services and exhibit excellent customer service and communication skills (oral, written and listening). Open availability is preferred.