

Full Time Teller/Personal Banker

Job Code DEL002

418 Locust, Delavan IL 61745

Office Hours: Lobby—Mon-Fri 9AM - 5:00PM; Sat 9AM - Noon

Drive-up—Mon-Fri 9AM - 5PM; Sat 9AM - Noon

This position is 8:30AM-5PM, 40 hour/week schedule with Saturday hours three weeks per month.

Essential Job Functions – Teller:

- Provides exceptional customer service.
- Understands and promotes bank products and services.
- Handles cash efficiently and accurately.
- Processes a variety of financial transactions such as check cashing, accepting deposits, and payments efficiently and effectively, while following established bank policies and procedures.
- Exercises good judgment and is alert to possible fraud situations.
- Maintains confidentiality of all customer information.
- Able to speak English clearly and understandably.

Essential Job Functions – Personal Banker:

- New Accounts – Presents and opens High Performance Checking Menu, Savings, Money Market, Now, Estate, Trust, POD, and Business accounts. Handles Elan VISA applications, performs account file maintenance, analyzes business accounts, orders checks, and maintains current knowledge of all bank products. Sets up follow-up thank you notes and phone calls, and is proficient in identifying customer needs in order to cross sell other bank products.
- Certificates of Deposit - Answers rate calls and opens, closes, and performs file maintenance.
- Online Banking – Maintains full knowledge of how Internet banking works. Explains product to customers. Performs file maintenance and is able to identify customer needs in order cross sell other bank products.
- Wire Transfers – Initiates transfers, completes required forms, and forwards to Support Services.
- Customer Research - Maintains full knowledge of Core System to efficiently answer questions pertaining to NSF activity, Cash Reserve, Reserve Line, statements, ATM/Visa Card, forgeries, death on accounts, etc.

All employees must be able to relate well to co-workers and customers in an atmosphere of mutual respect without exhibiting behavioral extremes and be able to respond appropriately to direction and criticism from a supervisor.

Job Requirements:

Education and Experience:

Associate of Arts degree and a minimum of one year of retail sales experience, or an equivalent combination of education and experience. Previous teller experience preferred but not required.

Skills & Knowledge:

- Demonstrates excellent communication skills, interest in, and the ability to work with people in a professional manner. Must be able to speak English clearly.
- Demonstrates willingness to learn and follow laws and regulations and company procedures.

- Demonstrates good computer skills with the ability to learn new ones.
- Responds positively to constructive criticism and suggests ways to improve operations.
- Demonstrates organizational and problem solving skills.
- Works independently with limited supervision.

Physical Functions

- Be able to lift 20-30 pound containers of coin
- Ability to stand for periods of time
- Regularly retrieves coin from vault beneath workstation, adjusts office equipment, and performs minor maintenance of ATMs.

Submit cover letter, resume, and/or application for employment to kvonderheide@hbtbank.com.

Internal applicants please use Job Interest form.

Please refer to Job Code DEL002.