



Role Culture

The Bank of Prairie Village is actively looking for a new Banking Associate who is an A+ Team Player and is ready to take on the world of Banking.

As a Banking Associate you will provide exceptional customer service that exceeds our customers' expectations by excelling in these critical tasks:

- Providing a "Can Do" attitude in everything you encounter.
- Always doing the right thing, even when no one is watching.
- Being the BEST version of yourself.
- Building strong relationships with each person you interact with.
- Meeting Conditions of Satisfaction in each project you are faced with.
- Most importantly, being proactive in seeing what might be missing and making it happen to ensure our Banking Family is successful in all that we do!

We are looking for an ambitious candidate who is technologically savvy, detail oriented, with good organization and time management skills. This role will be fast paced. To be successful in this role, the Associate must be able to multitask, managing many responsibilities at one time, and be able to stay organized. Having high attention to detail is essential in every task in this role.

Responsibilities

- Perform basic retail banking transactions for customers while running a teller drawer: To Include, but not limited to processing deposits, withdrawals, account transfers, cashing checks for customers and non-customers, and issuing monetary instruments such as cashier's checks and money orders with understanding of the proper processes.
- Daily balancing of cash drawer.
- Answer main phone as needed and independently resolve customer account inquiries and requests: To include, but not limited to printing statements, retrieving balances on deposit accounts, taking and fulfilling change orders, taking and processing transfer requests, answering questions in regard to customer history by reviewing past account activity, general product inquiries (fees, minimum balances, product specifics)
- Provide service to customers, which may include but is not limited to check orders, change of address, updating statement delivery options, waiving fees, update of contact information, changing account status.



Responsibilities (cont.)

- Complete account maintenance for customers, such as printing debit cards, open, close and update (hot card, temporary blocks, expirations dates, create pin numbers, reset pin numbers, etc.) debit card information, account titling changes, research requests, and provide copies of checks or statements.
- Provide backup support to Relationship Bankers by verifying system account information with source documentation.
- Independently aide customers in logging into online banking, reset customer passwords, retrieve secure access codes, update secure access code contact information, with confidence explain online banking options to customers (statement retrieval, check image searches, bill pay setup, mobile banking registration, mobile app setup, wire etc.). Understand the bill pay process and be able to educate the customer on how they can sign up for bill pay and cost associated, bill payment limits, understand how to navigate the bill pay system, and have the knowledge bill payment processing.
- Lead a consumer customer through our product offerings, matching their needs with our features and ensure all appropriate account documentation is obtained prior to opening the account.
- Lead a business customer through our product offerings, matching their needs with our features and ensure all appropriate account documentation is obtained prior to opening the account.
- Understand the wire process and be able to educate the customer on how they submit a wire request (online, in person, phone, email, fax), how to complete the wire form, and have the knowledge of timelines for wire processing.
- Maintain confidentiality; adhere to Bank policies and procedures; comply with laws, regulations and industry best practices.

Attributes

- Welcomes change and seeks opportunities for positive growth.
- Accountable and responsible.
- Regularly takes on responsibility for areas beyond their basic job duties.
- Takes the initiative to get things done as soon as they are noticed.
- Detail-oriented and focused on completing work of the highest quality.
- Ensures open communication and staff camaraderie.
- Committed to being on time and prepared to accomplish deadlines and goals.