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# Personal Banker/Teller

Full Time, Exempt  
Reports to Client Operations Manager  
August 9, 2018

## The position

This is not your typical Personal Banker. This position is a combination of Personal Banker, Treasury Management Specialist, Electronic Banking Enthusiast, and Private Banking Support. The position will work closely with private and commercial bankers, product specialists, bank operations, and bank management.

## Who you are

- **Obsessed about the client experience.** You appreciate the importance of great service and know what that looks like in a private or commercial banking setting. You enjoy the client interaction and love being a resource for them. Everyone in the Bank will be eager to hand off an important client or referral source to you, because they know you'll "wow" the client.
- **Motivated.** You have a sense of urgency, because you are excited to solve problems and you want to be a resource to clients, colleagues and connections.
- **Organized.** You know how to prioritize and manage your time well. You have great follow-up with clients.
- **A leader and team player.** You get along well with your colleagues, share in a common goal and communicate effectively with peers, support teams, and management.
- **Like Technology.** In the ever-changing world of banking, you embrace technology and enjoy assisting clients in learning how to use electronic banking resources including mobile banking, online banking, and remote deposit capture.

## What your day looks like

- **You will put the client first.** You will communicate proactively with clients and Relationship Managers. You will make on-boarding painless and minimize day-to-day service needs by anticipating client needs and questions. You'll open new deposit accounts, build online banking profiles, order debit cards and checks, and enlist help from product specialists, Relationship Managers, and the management team. You will assist clients with online banking, mobile banking, and debit card questions.
- **Deliver a great client experience.** You'll respond quickly. You will clarify expectations in advance, confirm objectives have been met, and follow up to ensure clients are happy.

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- **Support Relationship Managers.** You will work closely with private and commercial bankers to ensure we are meeting the needs of clients. This requires a high degree of coordination with Relationship Managers, plus a mix of proactive and reactive contact with clients. We can't be surprised by the expected and need to be smart when surprised!
- **Communicate.** You've got great oral and written communication skills; phone, email, and face-to-face interactions will be professional, effective, and authentic.
- **Be knowledgeable.** You will be a resource for others; knowing how our internal banking systems work, understanding our product offerings, and helping clients use these resources.

## Essential duties

- Client on-boarding for deposit accounts, standard treasury management products, debit and credit cards, online and mobile banking.
- Teller transactions including processing deposits, withdrawals, transfers, and payments.
- Daily Bank operations including reviewing reports, placing debit and credit card travel alerts, increasing ACH, wires, and electronic deposit limits as needed.
- Identify and implement better products and services.
- Working hours of 8:15 a.m. to 5:15 p.m., Monday through Friday, and rotating on-call weekend coverage.

## Preferred Qualifications

- One or more years of experience providing bank products and exceptional customer service.
- Bachelor's degree or equivalent combination of relevant education and experience.
- Ability to obtain quick proficiency in new key business systems to support a breadth of client solutions.
- Excellent organizational and time management skills.
- Competency with Microsoft Office products including Word, Excel and PowerPoint.
- Exceptional verbal and written and interpersonal communication skills, including the ability to write reports, correspondence and procedures, and interact professionally with customers and coworkers.
- Ability to work with little to no supervision while performing duties.

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Interested? Please send a cover letter and resume to [jobs@seattlebank.com](mailto:jobs@seattlebank.com).

Seattle Bank considers for employment and hire qualified candidates without regard to race, religious creed, religion, color, sex, sexual orientation, genetic information, gender, gender identity, gender expression, age, national origin, ancestry, citizenship, protected veteran or disability status or any factor prohibited by law, and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, provincial and municipal laws. The company also prohibits discrimination on other bases such as medical condition, marital status or any other factor that is irrelevant to the performance of our teammates. Candidates must possess authorization to work in the United States, as it is not the practice of Seattle Bank to sponsor individuals for work visas.

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