

Full Time Personal Banker
Job Code – HE017
401 N. Hershey Road, Bloomington, IL. 61704

Office Hours – Mon – Fri 8:00AM – 5:00PM, Saturdays 8:00AM – Noon (Rotating Schedule)

Purpose of Position: To serve the needs of customers assigned to the customer service area. Responsible for maintaining standards of appearance and service that are conducive to the goals of Heartland Bank and Trust. The Personal Banker's primary responsibility is to open accounts, handle account maintenance and assist customers with questions and concerns in a prompt and courteous manner (whether by letter, telephone or face to face)

Reports to - Branch Supervisor

Essential Job Functions –

- Presents and opens High Performance Checking along with savings, money market and certificate of deposit accounts. Understands legal ownership and document requirement needs of personal, business, trust and estate accounts.
- Performs account maintenance, initiates wire transfers, maintains working knowledge of internet banking and answers certificate of deposit rate calls.
- 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.
- Handles Elan applications, analyzes business accounts, orders checks and maintains current knowledge of the STARS program and upcoming events.
- Efficient and consistent follow up with customers through the use of thank you notes, phone calls and tracking through Synapsys. Proficient in identifying customer needs.
- Opens, closes and provides customer access to Safe deposit Boxes. Maintains general knowledge of the safe deposit box billing program.
- Understands and promotes bank products and services with an emphasis on High Performance Checking. Builds relationships with new and existing customers by cross selling appropriate products and services.
- Works directly with others in the office along with the Branch Supervisor to achieve specific goals.
- Must be able to speak English clearly and understandably.

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 constructive criticism from a supervisor.

Skills and Knowledge -

- Demonstrates excellent oral and written communication skills and the ability to work with people in a professional manner
- Willingness to learn and follow laws, regulations and company procedures
- Demonstrates good computer skills with the ability to learn new ones
- Detail oriented, accurate and punctual
- Responds positively to constructive criticism and suggests ways to improve operations
- Demonstrates organizations and problem solving skills

Credentials and Experience –

- Associate of Arts degree and a minimum of one year retail sales experience, or an equivalent combination of education and experience.

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

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