

Full Time Teller/Personal Banker
Job Code – CK004
207 W. Washington, Carlock, Illinois 61725

Hours of availability: Mon, Wed, Thurs and Friday 7:00AM – 4:00PM
Every other Saturday 8:00 - Noon

Purpose of position - To serve the needs of customers assigned to the customer service/retail area. This position is responsible for maintaining standards of appearance and service that are conducive to the goals of Heartland Bank and Trust. Primary responsibilities include cash handling and balancing, opening and closing accounts, account maintenance, assisting customers with questions and concerns in a prompt and courteous manner (whether by letter, telephone, or face to face).

Reports to – Branch Manager

Essential Job Functions:

- 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
- Provides exceptional customer service
- Understands and promotes bank products and services with an emphasis on high performance checking
- Opens new accounts such as checking, savings, money market and certificate of deposits. Understands legal ownership and document requirement needs of personal, business, trust and estate accounts.
- Efficient and consistent follow up with customers through the use of thank you notes, phone calls and tracking through Synapsys, (customer contact system) Proficient in identifying customer needs.
- 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.
- 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 organizational and problem solving skills

Physical Functions:

- Able to lift 20-30 pound containers of coin
- Ability to stand for periods of time
- Regularly retrieves coin from vault beneath workstations, adjusts office equipment and performs minor maintenance of ATM

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 jmorris@hbtbank.com.
Internal applicants, please forward a Job Interest Form.

Please refer to job code CK004