



Universal Banker– InBank, Angel Fire Office

As a Universal Banker at our Angel Fire Office, you will be responsible for accurately completing financial transactions for customers, which includes opening accounts, handling teller transactions, informing customers of other products and services, and solving customer questions and concerns. You will build relationships with customers based on trust and recommend financial solutions based on our customers' needs. As part of your role within the office, you'll ensure excellent customer experience through onboarding, ongoing service, and referrals.

Essential Job Functions:

- Assist clients with day to day customer service requests and interactions regarding customer inquiries, new accounts, and ongoing relationship needs for both depository and lending clients.
- Perform transfers, loan payments, and wire transactions.
- Open consumer new accounts with supporting products and services including online banking, mobile banking, and debit cards.
- Open business accounts and support Treasury Management products and services implementation.
- Inform customers about all banking products and services; identify and cross-sell referral opportunities to broaden the customer's banking relationship.
- Assist the teller line as a back-up teller, and accurately assist customers with processing transactions.
- Meet/exceed sales and referral goals for branch targets.
- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate InBank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.
- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or equivalent.
- 1+ years of experience in customer service or cash handling experience.
- Proficient with Microsoft Office Suite Skills; 10 key by touch is preferable.
- Detail-oriented, strong decision-making capabilities.



- Must be able to stand for prolonged periods of time; must be able to use fingers, hands, and wrists for repetitive tasks such as typing, using a mouse, handling paper, currency or coin, and operating a telephone.
- Must be able to lift 50lbs in order to transfer coin machine bags to a dolly; open Cash Dispensing Machine, open vault doors, or lift/transfer items typical in an office environment.
- Strong verbal and written customer service skills; professional and courteous communication skills.
- Strong attention to detail and accuracy.

Preferred Qualifications:

- Prior teller/sales experience
- Ability to cross-sell and/or refer bank products based on customers' needs.

InBank is an Equal Opportunity Employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, or any other characteristic protected by applicable federal, state, or local laws.