



Universal Banker – InBank, Trinidad Location

As a Universal Banker in our Trinidad Office, you'll work to accurately complete financial transactions for customers, which includes opening accounts, handling teller transactions, informing customers of other products and services, and solving customer questions and concerns. A significant aspect of your role will be to build relationships with customers based on trust, and also recommend financial solutions based on their needs through treasury management products and services. Excellent customer service is a must, ensuring our customers experience superior onboarding and ongoing customer service.

Essential Job Functions:

- Assist clients with day to day customer service requests including more complex issues 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, debit cards.
- Open business accounts and actively refer Treasury Management products and services and assist with new account set-up or implementation.
- Work directly with customers to help them secure credit and financing for a variety of consumer lending products.
- Operate within established risk parameters/tolerances and meets internal/external risk and compliance obligations.
- Assist the teller line as a back-up teller, and accurately assist customers with processing transactions.
- Help the Aurora branch meet/exceed sales and referral and 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.
- 3+ years of experience in retail banking or financial services sales.



- Proficient Microsoft Office Suite Skills.
- Detail-oriented, strong decision-making capabilities.
- Working knowledge of standard banking products, services, and transactions – including deposit products and credit/debit cards.
- Strong organizational skills and ability to multi-task efficiently and accurately.
- Strong verbal and written customer service skills; professional and courteous communication skills.
- Strong attention to detail and accuracy.

Preferred Qualifications:

- College degree preferred.
- Prior retail/sales experience.
- Proven track record referring other banking products and services

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.