



## Personal Banking Associate

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### **Eagle Rock Bank is growing, come join our team!**

Eagle Rock Bank is currently accepting applications for a Full-Time Personal Banking Associate to join our team and become part of a positive and productive work environment. Eagle Rock Bank is a locally owned and managed community bank with strong values and a commitment to employees who join our bank family. Eagle Rock has proudly served the community since 1996, with locations in Rochester and Stewartville, MN and full-service location coming soon to Arden Hills, MN.

**Job Title:** Personal Banking Associate, Stewartville

**FLSA Status:** Non-Exempt

**Schedule:** Full-Time

**Reports to:** Assistant Branch Manager

### **Position Summary**

The Personal Banking Associate will primarily be responsible for providing professional assistance to the bank's clients, and support to bank staff. Key responsibilities will include opening and maintenance of deposit accounts, processing client transactions, cross-selling bank products, and assisting other bank departments with general tasks and duties as assigned.

This is a 40-hour per week non-exempt position, Monday through Friday, hours will range from 8:00 a.m. to 5:00 p.m. A Saturday rotation from 8:30 a.m. to 12:00 p.m. will be required.

### **Duties and Responsibilities**

#### **Daily**

- Provide exceptional client service by educating customers on Eagle Rock Bank products and services, answering customer questions and directing them to appropriate departments.
- Build and foster client relationships through proactive outreach and follow up.
- Effectively engage and communicate with clients, and identify solutions based on their financial needs and goals.
- Acquire and maintain a deep knowledge of consumer and business products and services
- Provide notary services.
- Train new employees in department as needed or appropriate.
- Perform various teller functions.
- Scan and index documents for audit purposes.
- Regular and reliable attendance required.
- Physical presence at bank.
- Perform other duties as assigned.

#### **Deposit**

- Efficiently and accurately process client information and teller transactions, while adhering to all required bank policies, procedures, and regulatory requirements.
- Open new personal and business deposit accounts for clients including but not limited to checking, savings, certificate of deposits and safe deposit box.
- Work with commercial lending and branch management staff to identify commercial clients that may benefit from cash management products.
- Joint calls with other bank staff/officers to prospective and existing customers.

**Skills and Abilities**

- Excellent communications and interpersonal skills
- Effective organizational, multi-tasking and prioritizing skills
- Self-starter, effective time management
- Provide quality service to clients
- Dependability, accuracy, and attention to detail
- Problem solving and troubleshooting
- Ability to work in a team and independent environment
- Proficiency with Microsoft Word, Excel, Outlook, Windows
- Eagerness and willingness to learn a variety of tasks

**Education and Preferred Requirements**

- High school graduate, college degree or work experience equivalent
- Banking Experience 3+ years
- Account Opening Experience 3+ years preferred
- Cash Handling Experience preferred

**Working Conditions**

Must be able to stand and/or sit for extended period of time. Occasional heavy lifting required. Job requires employee to bend forward by bending forward at the waist, or by bending the legs and spine. Must be able to express ideas by the spoken word, and requires perception of speech.

**Eagle Rock Bank offers a comprehensive benefit package to our full time employees:**

- Medical \* Dental \* Vision
- Paid Time Off
- Paid Federal Holidays
- Life Insurance
- Short Term and Long Term Disability
- Flexible Spending Accounts
- 401k Retirement Savings Plan
- Employee Referral Program
- Educational Assistance
- Employee Birthday Pay
- Employee Wellness Allowance

*Eagle Rock Bank is an Equal Opportunity Employer*

[www.eaglerock.bank](http://www.eaglerock.bank)