

Peoples Bank & Trust Company

Job Description

Job Title: Personal Banker

Department: Personal Banking / Operations

Reports To: Branch Manager

Status: Non-Exempt

Effective Date: August 25

To apply for this position, please complete a PBT application:

www.pbtc.net

Position Summary

The Personal Banker serves as a key customer-facing role, responsible for delivering prompt, accurate, and courteous service. This position handles a variety of banking transactions, identifies customer needs, and promotes appropriate bank products and services. May include training as a Deposit Account Specialist.

Key Responsibilities

- Process customer transactions including deposits, withdrawals, loan payments, and check cashing.
- Handle night drop and mail deposits.
- Sell financial instruments such as money orders, cashier's checks, and cash advances.
- Maintain and secure cash drawer and coin inventory.
- Assist customers with account maintenance (e.g., stop payments, check orders, address changes).
- Provide exceptional service in person, via phone, and drive-through.
- Support ATM operations and balancing, as applicable.
- Stay current on banking regulations and internal policies, including BSA compliance.
- Perform additional duties as assigned by the Branch Manager.

Required Skills

- Strong attention to detail and mathematical aptitude.
 - Proficiency in Microsoft Windows and general computer literacy.
 - Excellent verbal and written communication skills.
 - Ability to manage multiple tasks independently in a fast-paced environment.
 - Professional demeanor with a commitment to confidentiality and customer service.
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Education & Experience

- High school diploma or GED required.
 - Equivalent work experience demonstrating ability to read, write, interpret, and apply instructions.
 - Experience in banking or customer service preferred.
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Physical Requirements

- Ability to stand for extended periods.
 - Must be able to lift heavy coin bags or currency bundles.
 - Manual dexterity required for handling cash and operating equipment.
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Peoples Bank & Trust Co. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status.