

**PEOPLES BANK AND TRUST COMPANY
JOB DESCRIPTION**

JOB TITLE: Assistant Universal Banker Manager
DATE: December 2021
DEPARTMENT: Operations
REPORTS TO: Branch Manager
STATUS: Non-Exempt

SKILLS REQUIRED

- Preferably two years related experience as a Universal Banker with above average business acumen
- Requires a sound knowledge of Bank's established procedures, methods, and policies especially BSA
- Excellent communication skills, customer service skills and leadership/management skills
- Required to address discipline issues
- Able to address and satisfy difficult customer complaints
- Must be able to operate a computer, calculator, and various other office equipment
- Requires ability to handle multiple projects and priorities in a fast-paced environment
- Must be able to work independently with little or no supervision

JOB SUMMARY

Assistant Universal Bank Manager are responsible for assisting the supervision of Universal staff. Requires ability to handle all duties as a Universal Banker as well as additional duties described below. Requires a sound knowledge of Bank's established procedures, methods, and policies.

PRIMARY DUTIES:

- Assists in monitoring performance of Universal Banker personnel to ensure that all established Bank policies and procedures are being followed; administering discipline when required.
- Assist in the scheduling of teller work hours and assign specific job duties.
- Assist in providing leadership, direction, and guidance to employees in achieving PBT goals and objectives.
- Assist in training of personnel initially and in their ongoing training.
- Assist in monitoring workflow of personnel to ensure that customers are being handled in a timely manner. Assist Universal Bankers when busy by maintaining a cash drawer and/or other duties.
- Assist in the weekly ordering of currency. Prepare, receive and process cash shipments to and from the Federal Reserve and other PBT locations.
- Assist in investigating and resolving overages/shortages; assist in investigating and resolution of customer complaints.
- Assist in the monitoring of cash holdings of the branch and balancing.
- Assist in the maintaining the inventory of supplies required by personnel for the branch.
- Assist in compiling reports required by management, including completion of annual performance reviews.
- Participates in local community affairs and support local activities.
- Assist in and maintain checks on physical property and equipment, schedule service as needed.
- Ensures observance of established security procedures.
- Performs other tasks/duties as requested by Supervisor as they relate to the Bank and its functions.

EDUCATION REQUIREMENTS: Requires a high school education or equivalent work experience that demonstrates the ability to read, write, interpret and apply instructions to perform the required activities. Should have strong mathematical aptitude and the ability to use a calculator and computer.

PHYSICAL REQUIREMENTS: Must be able to stand for long periods of time. Be able to lift heavy coin bags or bundles of currency. Manual dexterity required.