

**PEOPLES BANK AND TRUST COMPANY
JOB DESCRIPTION**

JOB TITLE: Personal Banker
DATE: March 2023
DEPARTMENT: Personal Banker Department/Operations
REPORTS TO: Head Personal Banker
STATUS: Non-exempt

To be considered for this position, please complete a PBT application.
www.pbtc.net

SKILLS REQUIRED: Must be able to perform all over the counter or drive-through customer services. Must exercise accuracy, alertness, good judgment, courtesy, tact, and patience, maintain confidentiality of customer transactions and Bank records. Must be computer literate and knowledgeable in Microsoft Windows. Excellent communication skills and customer service skills required. Requires ability to manage multiple projects in a demanding environment with little supervision.

JOB SUMMARY: Provides prompt, efficient, and friendly services to customers involving receipt and payment of cash and to recognize customers' needs with appropriate suggestions concerning bank services. May include the training as a Deposit Account Specialist. Follows established bank policies and procedures.

PRIMARY DUTIES:

1. Accepts checks for cashing, accepts deposits, verifies cash and endorsements, makes change, and issues receipts.
2. Receives savings deposits, pays withdrawals after verifying balance and signature, redeems U.S. Savings Bonds.
3. Receives loan payments.
4. Processes night deposits and mail deposits.
5. Sells money orders, cashier's checks, cash advances.
6. Maintains proper cash level in drawers, keeps cash secure.
7. Accepts "stop payment" requests, check orders, and address changes and distributes to appropriate personnel for processing.
8. Roll coin, sort money.
9. Responds to customers' needs and inquiries in a courteous and friendly manner.
10. May include the training as a Deposit Account Specialist.

11. Knowledgeable of banking laws and regulations and Bank's policies and procedures including BSA.

12. Performs other tasks/duties as requested by Manager as they relate to the Bank and its functions, including answering phones, and maintaining/balancing ATM, when applicable.

EDUCATION REQUIREMENTS: Requires a high school education/GED 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, adding machine and computer.

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

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 and will not be discriminated against on the basis of disability.