



Our Universal Bankers provide personal, customized service to our clients and act as a brand representative for our retail customers. They are responsible for creating a fulfilling customer experience and maximizing our banking relationships. Must be available to work between the hours of 8:00 AM – 6:00 PM.

**Daily Duties and responsibilities include:**

- Process commercial and consumer deposits
- Ensure the balance of personal cash drawer and vault
- Capture outgoing daily deposited items
- Post incoming payments to corresponding accounts
- Redeem savings bonds
- Post safe deposit box payments
- Opening and maintaining checking accounts, CDs, IRAs and safe deposit boxes
- Answer customer phone calls including online banking resets, rate questions, account discrepancies
- Identify cross-selling opportunities
- Manage ATM processes
- Provide support for wire transfers
- Adhere to all bank policy and procedures

**Minimum Requirements:**

- High school diploma
- 2+ customer service experience
- Cash handling experience
- Strong attention to detail
- Organizational skills
- Ability to work Saturdays

**Preferred Knowledge and Skills:**

Associates degree and/or equivalent work experience

Strong written and verbal communication skills

Ability to resolve complex customer and/or employee-related issues with limited guidance and oversight

Ability to quickly learn procedures, products, policy and bank regulations

Proficiency using multi-banking systems and platforms

Basic math and accounting skills

Retail management experience

**Professional Development:**

We provide our employees with tools and training for long-term success. Midwest Regional Bank is an Equal Opportunity Employer. All offers for employment with Midwest Regional Bank are contingent upon successful completion of a criminal background check, credit check and drug screening.

**Please send your resume to [hr@mwregionalbank.com](mailto:hr@mwregionalbank.com) or stop by the Festus Branch to fill out an application.**