



Job Title – Universal Banker

Location – Sunset Hills

Status – Full Time

Work Schedule – Monday- Friday

Hours Per Week – 40 hours

Why Midwest Regional Bank?

Known as The Bank of Tradition and Progress, Midwest Regional Bank provides outstanding customer service and maintains a strong commitment to the communities we serve. As a community bank, we make all decisions locally and encourage our employees to bring new and innovative ideas to our daily processes.

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
- 3+ years of 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 or stop by the Sunset Hills Branch to fill out an application.