



Do you value your **FAMILY, COMMUNITY and CLIENTS?**

Would you like to join a client-focused team where family and community are valued and your voice will have an impact?

Bank of Madison County is the smaller bank that delivers bigger service.

Teller/Universal Banker (Full-time Position)

SUMMARY OF JOB RESPONSIBILITIES

Under general supervision, responsible for providing a high quality of customer service while performing a wide variety of services such as opening new deposit accounts, teller transactions, assisting customers with questions, changes, or concerns regarding new or existing accounts. Responsible for opening and closing the bank facility. Cross-sells various Bank products.

ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES

1. Represents the Bank to customers in a courteous and professional manner. Provides prompt, efficient and accurate service in processing requests and transactions.
2. Perform teller functions, such as processing deposits, withdrawals, loan payments, stop payments, selling bank official items and processing account holds within established bank procedures.
3. Opens a variety of business and consumer accounts after determining the customer's needs. Explains various account and ownership options, providing the counseling necessary to meet the stated needs and obtaining the required information. Familiar with all products and services offered by the Bank.
4. Responsible for opening and closing the bank facility.
5. Process mail, closing checking, savings, CDs and IRAs, ordering checks, and change of address.
6. Handles all aspects of Electronic Banking products, such as Internet Banking, Cash Management, PrimeSweep, and Analysis; screens clients for ATM and Debit cards.
7. Completes a variety of reports related to banking transactions.
8. Resolves a variety of customer complaints and inquiries; maintains contact with customer through telephone or written communication, as required.
9. Perform ATM functions, such as processing daily transactions, cash replenishment and balancing.
10. May perform related duties as assigned or as the situation dictates.

Experience/ Training/Preparation Required

1. Comply with all requirements, policies and procedures of the Bank Secrecy Act (BSA) and attend all mandatory BSA training as needed for this position. Additionally, required to complete all required compliance and regulatory training, not limited to BSA. Managers are responsible to ensure staff/departmental attendance.
2. Two years of banking related experience.
3. Previous customer service skills.

Bank of Madison County is an equal opportunity employer committed to creating a diverse workforce. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, among other factors.