



Come join the First Citizens FAMILY!

FT PERSONAL BANKER – EAST TROY OFFICE

We currently have a FT Personal Banker position available.

Applicant must be strong with the following skills:

- **Very detail oriented**
- **Possess strong customer service and organization skills**
- **Proficient in all Microsoft Office applications (word & excel)**
 - **Knowledge of smartphone usage**
 - **Internet Banking familiarity**
- **Ability to compose professional written communications**
- **Demonstrate a consistent and strong understanding of the importance of privacy**
- **Have a basic understanding of products & services that can be obtained in a bank**

The successful candidate will be responsible for opening and servicing all types of depository accounts & assisting our customers with any questions regarding their accounts.

Record, document and file all paperwork pertaining to the account relationships.

Perform a variety of tasks as assigned. Position calls for working Saturday morning rotations.

Please drop off or send application to:

First Citizens State Bank

Attn: Jennifer Bower

PO Box 866

2546 E. Main Street

East Troy, WI 53120

Applications may be faxed or emailed to:

Attn: Jennifer Bower

262-910-1777 (fax)

jbower@firstcitizensww.com

Applications are also available @ www.firstcitizensww.com

(click “about us” & then “join our team”)



**WE ALL WORK
TOGETHER. LIKE A
BIG FAMILY.**

~First Citizens State Bank is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status & protected veteran status~

JOB DESCRIPTION:

Description: The individual is responsible for building relationships with customers by handling virtually any non-lending transaction. May handle specialized accounts. Cross selling is a main job function.

Essential duties and responsibilities:

- Represents First Citizens State Bank to customers in a courteous, professional manner
- Listens, assesses and explains effectively, thoroughly, and professionally the products would best suit the customer's needs
- Opens/closes savings, checking, money market, IRA, HSA and CD accounts (individual, joint, custodial and business) as well as add on products including but not limited to: debit cards, ATM cards, Bill pay, sweeps, etc.
- Process transactions including but not limited to: deposits, withdrawals, loan payments, check cashing, money orders, cashier's checks, and traveler's checks
- Answers the phone and assists customers as needed
- Maintains prescribed security controls to protect against criminal or fraudulent activity and unnecessary risk/exposure
- Assists customers with account inquiries
- Processes wire transfers
- Processes changes of address
- Processes stop payments
- Processes CD deposits
- Processes account status changes
- Assists customer in balancing accounts
- Orders customer checks
- Any and all other duties as assigned

These additional duties may be assigned based upon branch needs:

- Safe Deposit Box access
- ATM balancing
- Safe Deposit Box rentals
- Notary services

Critical Competencies:

- Accuracy
- Customer Service Excellence
- Relationship Selling
- Teamwork

Requirements:

- High School Diploma or GED required
- 1-2 years of related experience in banking preferred
- High level of professionalism
- Basic computer skills, using Word, Excel, Internet, e-mail, and other data or software programs and applications
- Professional communication skills
- High level of confidentiality
- Excellent organizational skills