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# Example of Universal Banker Job Description

Our company is growing rapidly and is looking to fill the role of universal banker. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for universal banker

* Ability to respond to members requests, problems and complaints, resolving issues and/or directing them to appropriate person for specific information and assistance
* Ability to identify key issues and problems from partial/conflicting data and offers new, less obvious solutions and makes sound decisions
* Responsible for relationship development, promotion of credit union products & services providing sales strategies, analysis of member needs and in-depth product knowledge to existing members and prospects via telephone
* Maintain a cross-selling environment in the branch
* Sales production which results in increase fee income and revenue
* Demonstrate passion by building and sharing knowledge of all retail bank products, services and specialty product lines
* Cross sell bank products to customers and prospects regularly via in person interactions, phone calls, community involvement, Work with teller line and/or Personal Banker staff to assist them in achievement of branch goals
* Lead teammates by assisting branch management with coaching and training new associates on products and services
* Collaborate with other associates and lines of business to meet and/or exceed designated individual and branch goals
* Maintain complete knowledge of all aspects of the teller line including processing transactions, balancing cash drawer and vault, other basic branch operations functions

## Qualifications for universal banker

* Four (4) or more years of related experience and/or training
* Minimum two years in a customer contact/sales position or equivalent preferred
* Must be available to work all shifts including Saturdays
* Bilingual- fluent in Portuguese preferred
* Communication, Advanced New Accounts, Time Management
* Sales, Critical Thinking, Cash Management, Leadership, Coaching