



Job Title: Personal Banker
Reports to: Branch Manager
Hours: Full-time

Position Purpose: The personal banker role is critical to the success of CSB. This position serves to promote hospitality and customer service within the branch, welcoming and assisting customers to meet their banking needs.

Job Requirements

Duties include but are not limited to:

CSB Culture:

- Commit to learning, integrating, and applying the “I Create” philosophy.
- Align to bank-wide vision, mission, and business objectives.
- Commit to continuous personal and professional growth in the areas of teamwork, customer service, and job specific competencies.

Customer Service:

- Practice a gold standard of customer service/hospitality.
- Maintain a “customer first” approach for both external and internal customers (employees).
- Foster and encourage the “customer first” approach in colleagues.

Teamwork:

- Work with teammates to create a collaborative environment in serving the customer.
- Support and celebrate teammates’ growth.

Skills:

- Maintain awareness of what is required to achieve and maintain profitability for the bank.
- Be willing to ask questions about the balance between the risk to the bank and meeting customer needs.
- Possess knowledge of all CSB products and processes.
- Exhibit a strong commitment to accuracy and attention to detail.
- Demonstrate the strong communication skills and practices necessary for interactions with customers, the branch manager, and teammates.
- Exhibit a willingness to ask for help when necessary and offer it when asked.
- Be fully trained and knowledgeable in all compliance related areas of CSB including, but not limited to: BSA, OFAC, etc.