

Universal Teller

Keen Bank is seeking a dedicated and detail-oriented Universal Teller to join our financial institution. As a Universal Teller, you will be the first point of contact for our customers, providing exceptional service while handling various banking transactions in our Waseca, Minnesota location. This role requires the ability to manage customer relationships effectively, transaction processing, cash handling experience, strong attention to detail, ability to cross-sell bank products and basic computer and math skills.

Your contributions will play a vital role in maintaining customer satisfaction and promoting our financial services.

Responsibilities/Requirements

- Process customer transactions accurately and efficiently, including deposits, withdrawals and transfers.
- Manage cash handling responsibilities, ensuring that all cash is accounted for and balanced at the end of each shift to include cash drawers, vaults and ATMs.
- Build and maintain strong relationships with customers by providing personalized service and addressing their banking needs.
- Process loan payments.
- Assists with night deposits and vault duties.
- Identify opportunities for financial sales by promoting relevant products and services that meet customer needs.
- Implement fraud prevention detection measures to safeguard customer accounts and minimize risks.
- Knowledgeable and compliant in state and federal banking regulations.

Hours

Full time—40 hours per week, must be available to be scheduled Monday through Friday between 7:15 am to 5:45 pm and Saturdays 8:45 am to 12:15 am. Customer banking hours are 7:30 am – 5:30 pm Monday through Friday, Saturdays from 9:00 am – 12:00 pm.

Requirements

- Two years of related experience and/or training in the banking or financial services industry; or four years of business or sales experience is required.
- Excellent customer service skills, with a focus on customer satisfaction and retention.
- Strong communication skills, both verbal and written, to interact professionally with customers and team members.
- A commitment to upholding the highest ethical standards in all interactions.

If you are passionate about delivering exceptional service in the financial sector, we encourage you to apply for this rewarding Teller position.

Benefits

- Pro-rated PTO first year and 19 days per year starting in year two
- Incentive plan and discretionary bonus
- High deductible health plans with Health Savings Account
- Medical and Dependent FLEX Plans
- VSP Vision Plan
- Delta Dental and Delta Dental Pediatric Plan Ages 0-19
- Employer paid Long Term Disability and Term Life Insurance at 1X annual salary
- Bereavement Leave – three days paid
- Various supplemental benefits: Monetary anniversary awards, referral bonus, computer reimbursement, fitness reimbursement, employees and children of employees' high school graduation scholarships and employee loan policy.

About

Keen Bank is a local, family-owned community bank with locations in Waseca, Owatonna and Ellendale, Minnesota. Keen Bank is strongly committed to the communities it serves and to its dedicated employees.

How to Apply

Apply to Keen Bank, Attn. Human Resource Officer, 101 State Street N, Waseca MN 56093 or email employment@keen.bank.

Keen Bank is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender, sexual preference or orientation, gender identity, gender expression, national origin, disability, veteran status and all other protected classes.