



<b>Job Title:</b>	<b>Financial Services Representative</b>	<b>Reports To:</b>	<b>Branch Supervisor/Manager</b>
<b>Job Grade:</b>	<b>\$35,000 - \$55,000</b>	<b>Position Type:</b>	<b>Full Time</b>
<b>Location:</b>	<b>Denver, Colorado</b>	<b>Exempt/Non-exempt:</b>	<b>Non-exempt</b>

**Job Summary:**

Native American Bank is a one-of-kind institution dedicated to being an Agent of Change for Native Communities. At our core, we are committed to the vision and mission of the Bank. We believe our employees are our greatest asset, and we are at our best through teamwork. The Financial Service Representative is responsible for multiple branch operational functions as assigned for a full-service branch bank, primarily sales, customer relations development and service, and informational accuracy in accordance with the Bank’s mission, objectives, policies, and procedures. This position is 100% in the office.

**Essential Duties/Responsibilities:**

- Strongly knowledgeable and compliant of all company policies and related procedures and regulations.
- Interacts and interviews customers to determine financial needs to recommend the most appropriate products.
- Familiar with entire deposit product line, cash management services and loans, including benefits, services charges, and restrictions.
- Cross-sells products and services to customer base.
- Obtains and assembles all required account documentation and books new accounts.
- Provides a high level of customer service, in person, by phone and email, and assists with resolving issues, banking and financial education and transactional research.
- Continually verifies and maintains customer CIP information to ensure continuous accuracy.
- Recognizes and reports customer and working environment issues observed.
- Completes all required training successfully and in a timely manner.
- Conducts interaction with customers and staff in a courteous and professional manner providing prompt, efficient, and accurate service.
- Monitors, troubleshoots, and maintains a thorough understanding of our Online eBanking, Mobile App, Debit Card and ATM products, and any new products we may add, as well as provides training and education to customers on these products.
- When needed, receives and processes account and monetary transactions and maintains a cash drawer at a teller station, adhering to all line processes and procedures. Authenticates override transactions for other teller staff.
- Maintains a high level of facility security by monitoring through observation of alarms, cameras, and other security protocols.
- Other duties as assigned.

**Qualifications:**

- Bachelor’s degree or equivalent work experience in bank/branch operations or related field.
- Possesses a thorough understanding of standard banking principals and branch operations, including deposits sales, customer service and transaction processing.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Office Suite or related software.
- Ability to work independently and in a fast-paced environment
- Ability to anticipate work needs and interact professionally with customers.
- Excellent organizational skills and attention to detail.

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at a time.

**Benefits:**

Native American Bank offers a competitive benefit package including:

- Health, Dental, Vision and Life Insurance
- Paid time-off
- 401(k)
- Flexible spending account
- Health Savings Account
- Employee assistance program

**COVID-19 considerations:**

Native American Bank follows the CDC and Denver County health guidelines. Currently, customers and employees are not required to wear masks. The entire building receives Clorox-360 deep cleaning every month. Proof of vaccine will be required from the job candidate.