



United Valley Bank is seeking a qualified applicant to fill the position of Full Time Loan Assistant/Customer Service Representative in Grand Forks, ND.

JOB DESCRIPTION

Assist with processing loans and perform a broad range of administrative and clerical duties while providing excellent customer service.

ESSENTIAL JOB FUNCTIONS

- Responsible for comprehensive, prompt, and efficient customer transactions.
- Have a thorough understanding of bank products and services in order to proactively assist customers with their banking needs.
- Support Loan Officers with administrative loan duties.
- Provide extensive personalized customer service to depositors on all United Valley Bank deposit products and related services including debit cards, online and mobile banking etc. Document preparation for these deposit accounts, and the onboarding of them on our computer system are also required tasks for this position.

QUALIFICATIONS

Combination of education and experience.

- High School Diploma or equivalent required.
- 1-2 years of administrative support and customer service experience preferred.
- 2-4 year business or administrative degree preferred.

SKILLS

- Active Listening- Must be able to give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times.
- High orientation for detail and accuracy- Must be detail oriented and highly accurate to minimize errors.
- Keyboard and calculator literacy- Must be able to successfully use a computer keyboard and calculator to input data and create work related documents.

- Critical thinking and problem solving- Must be able to use logic and reasoning to approach and solve problems.
- Mathematics- Must be able to use basic arithmetic to solve calculation problems with the help of calculation tools.
- Service Orientation- Must be able to recognize and respond sensitively to the overall financial needs and priorities of the customer, recognize and take appropriate action to meet their needs, and establish an effective working relationships with customers to gain their respect and loyalty.

JOB REQUIRES

- High orientation for detail and accuracy- Job requires being careful about small details and thorough in completing work tasks.
- Punctuality- Job requires consistently showing up to work on time.
- Appearance- Job requires a neat and well-groomed appearance.
- Integrity- Job requires being honest and ethical.
- Dependability- Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Cooperation- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. Job requires treating all co-workers, supervisors and customers with fairness, dignity and respect.

Job Title/Location: Loan Assistant/Customer Service Representative • Grand Forks, ND • 701-780-9757

Employment Application: visit <https://www.uvbank.net/careers/>

Submit Resume to:

Market President • Jared Davidson jdavidson@uvbank.net • 2718 S. Columbia Rd • Grand Forks, ND 58201

Dated: March 1, 2024

United Valley Bank is an equal opportunity employer.