



United Valley Bank is seeking a qualified applicant to fill the position of Full-Time Teller/Customer Service Representative in Mahnomon, MN.

JOB DESCRIPTION

Process customer transactions and provide excellent customer service.

ESSENTIAL JOB FUNCTIONS

- Responsible for comprehensive, prompt, and efficient customer transactions.
- On the job training for all teller duties including the processing of deposit and withdrawal transactions.
- 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+ year of banking or customer service experience preferred, but not required.

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.
- Self-Control- Job requires maintaining composure, keeping emotions in check, controlling responses to dissatisfied customers, and avoiding aggressive behavior in very difficult situations.
- Stress Tolerance- Job requires accepting criticism from dissatisfied customers and dealing calmly and effectively with high stress situations.
- Adaptability/Flexibility- Job requires being open to change and willing to be flexible with customers, co-workers and job duties.
- Social Orientation- Job requires preferring to work with others rather than alone and being personally connected with others on the job. Job requires a team-focused attitude.
- Excellence/Effort- Job requires giving your best effort, interest, and enthusiasm towards the job on a daily basis, and striving towards excellence in your work and work relationships.

Job Title/Location: Teller/Customer Service Representative • Mahnomen, MN • 218.935.5251

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

Submit Resume to:

Market President • Laura Buschette lbuschette@uvbank.net • 326 US Hwy 59 • PO Box 378 • Mahnomen, MN 56557

Dated: August 13, 2024

United Valley Bank is an equal opportunity employer.