



## Alliance Bank (Cochrane)

### Bank Teller/New Accounts Representative

We are looking for a reliable bank Teller and New Accounts Representative to process transactions and open new accounts accurately and efficiently in accordance with established policies and procedures. The successful candidate will be the “frontline” of our bank and will play a fundamental role in achieving customer satisfaction. You must be comfortable making dozens of transactions daily, communicate with different types of clients and sell bank’s products/services.

### Essential Responsibilities

- Conduct continuous routine bank transactions within time limits and established guidelines (cash checks, accept deposits and loan payments, process withdrawals etc.)
- Open a variety of new accounts for our customers
- Assess customer needs and introduce new products and services (electronic banking, debit cards, e-statements etc.)
- Make sales referrals, suggest alternate channels and cross-sell products and services
- Go the “extra mile” to build trust relationships, customer loyalty and satisfaction
- Comply with regulatory requirements
- Manage risk in every transaction and detect fraudulent transactions to prevent losses
- Resolve customers’ issues and provide relevant information

### Skills

- Preferred working experience in banking, personal banking, retail banking or financial services but will train the right candidate.
- Basic PC knowledge and familiarity with electronic equipment (e.g. cash drawers, receipt validators, money counters)
- Strong communication and time management skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills
- Excellent sales skills

### Required

- High School Diploma or equivalent

Alliance Bank is an equal opportunity employer (EEO) with a commitment to inclusivity for all employees and applicants without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, pregnancy, age, disability, genetic information, marital status, or status as a covered veteran in accordance with applicable federal, state, and local laws.