BRANSON BANK
MEMBER FDIC

JOB DESCRIPTION

JOB TITLE:	Relationship Banker	**SAFETY SENSITIVE:**	No
FLSA STATUS:	Non-Exempt	**DEPARTMENT:**	Retail
DATE:	May 2026	**REPORTS TO:**	Retail Manager

JOB SUMMARY

The Relationship Banker is responsible for assessing and handling customer banking needs, obtaining, and processing customer information, and handling customer transactions. This position will regularly work in the Teller area of the bank, specializing in customer service.

ESSENTIAL DUTIES AND OTHER RESPONSIBILITIES

- Greet every customer in a courteous manner, providing prompt and efficient service.
- Handle customer inquiries and direct the customer to the appropriate area for assistance.
- Practice the core values of Branson Bank with customers and colleagues.
- Assist coworkers with tasks as needed.
- Optimize customer contacts to cross sell bank products and services.
- Assess the needs of customers, then offer products and services to fulfill those needs.
- Refer customers to appropriate person or department for services outside area of responsibility.
- Work closely with bank personnel to develop existing and prospective customer relationships and to increase the number of products and services for each customer.
- Assist customers with a variety of special services, such as direct deposits, redemption of savings bonds, stop payments, account reconciliation, check orders, notary services, debit cards, online banking, and mobile banking.
- As needed will serve as Safe Deposit Clerk or Receptionist, as well as prepare various routine reports and provide administrative support.
- Process daily bank transactions such as:
    - Reconcile checks and cash for deposit.
    - Verify checks and other items for endorsement and negotiability.
    - Cash checks and saving withdrawals upon verification of signature and account balance.
    - Record and process night deposits, bank by mail transactions, and change orders.
    - Process all types of loan payments.
    - Handle a variety of miscellaneous products and services, including cashier's checks, money orders, traveler checks, credit card cash advances, savings bonds, loan payments, and other items as needed.
    - Complete large currency transaction reports and monetary transaction logs.
- Balance transactions and verify cash totals.
    - Record beginning and ending cash drawer totals.
    - Reconcile ending balance according to teller terminal with cash count in drawer.

    - Monitor cash count in drawer according to established cash limits.
- Sub-post office duties, accepting letters and parcels, and selling postage stamps
- Exhibit exemplary attendance and punctuality.
- Comply with company policies and procedures.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of banking and lending guidelines in accordance with bank policy and regulatory agencies.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files, and records.
- Knowledge of standard office equipment, banking computer systems, and multiple line phone systems.
- Expertise and proficiency with Microsoft Office Suite including Outlook, Word, and Excel.
- Excellent customer service, organization, and communication skills.
- The ability to communicate effectively in writing and speaking as appropriate for the needs of the audience.
- Ability to follow teller procedures and operate teller terminal and banking computer systems.
- The ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
- High level of interpersonal skills to handle sensitive and confidential information.
- Excellent time management skills to ensure project timelines are maintained and deadlines are met.
- Attention to detail in composing, typing, and proofing materials.
- Ability to work independently and in a team environment.
- Ability to establish priorities and meet deadlines.
- Ability to remain functional in high demand situations.
- Excellent spelling, grammar, and written communication skills.

JOB COMPETENCIES

- Communication
- Professional Relationship Management
- Ethical Practice
- Multi-tasking
- Flexible
- Record Management
- Organization
- Analytical
- Customer Service

SUPERVISORY RESPONSIBILITIES AND INTERACTIONS WITH OTHERS

This position has no supervisory responsibilities. The Relationship Banker interacts with customers and co-workers daily.

EDUCATION, TRAINING, AND EXPERIENCE

- A high school diploma or general education degree (GED) is required.

PHYSICAL DEMANDS

PHYSICAL TASK	PHYSICAL REQUIREMENTS	FREQUENCY
Sitting	Must be able to remain in a stationary position for long periods of time.	Occasionally
Standing	Must be able to remain in a vertical or upright position for long periods of time.	Constantly
Walking	Must be able to move about the work area, from one area to another to perform work duties.	Frequently
Lifting/Carrying	Must be able to raise supplies and/or documents from a lower to a higher position or horizontally from position to position and move them from one place to another.	Occasionally
Reaching	Must be able to extend upper or lower extremities in an upward or downward direction to perform work tasks or other specific functions.	Occasionally
Handling	Must be able to operate a computer and handle documents.	Constantly
Grasping	Must be able to apply pressure to hold an object and to complete work duties.	Frequently
Seeing	Must have visual acuity to make observations and work on a computer for long periods of time.	Constantly
Talking	Must be able to communicate verbally with co-workers and customers to exchange information, respond to questions, and solve problems.	Frequently
Hearing	Must be able to receive information through oral communication to obtain information and assist in problem-solving.	Frequently

WORKING CONDITIONS

Duties are typically performed in an office environment. The work environment is usually a well-lighted environmentally controlled indoor environment with a moderate level of noise. This is a full-time position, and 40 hours of work and days are Monday through Thursday Rotating 8:00 am to 5:30 pm, Rotating Friday 8:00 a.m. to 5:30 p.m., and Rotating Saturday 8:00 am to 12:00 pm. Work hours may vary depending on the operational activities and required duties; evening and weekend work may be occasionally required. Local travel between branches or community events may be required.

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability, veteran status, genetic information, or any other status protected under applicable local, state, or federal nondiscrimination laws.

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. This document does not create an employment contract. Employees are employed on an "at-will" basis and may be terminated at any time. Consistent with all federal and state disability laws, Branson Bank will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause a direct threat to this individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation or cause undue hardship to the organization. Branson Bank provides equal employment opportunities to all applicants.

By signing below, I acknowledge that I have read and understand this job description.

_____ _____

Employee Signature Date