



CITY STATE BANK

**WE'RE  
HIRING**



## Relationship Banker II

Full-Time Position - Norwalk, Iowa

### DESCRIPTION OF POSITION FUNCTION:

1. Performs Relationship Banker duties on the teller line according to established policies and procedures in an efficient and professional manner. Ensures customers are served promptly while exercising discretion and good judgment.
2. Conducts a variety of customer service functions including opening of new accounts, certificates of deposit, safety deposit boxes, debit cards etc.
3. Provides excellent customer service by addressing inquiries, resolving issues, and promoting bank products and services.
4. Counts and verifies cash transactions to ensure proper balancing.
5. Assists with other administrative tasks and projects assigned by supervisors.

### JOB SKILLS AND QUALIFICATIONS REQUIRED:

- High School Diploma or equivalent.
- Minimum of six-months experience in retail banking. Experience opening new accounts is preferred.
- Knowledge of banking procedures, regulations, products, and services.
- Excellent communication and customer service skills.
- Attention to detail and accuracy in handling transactions.
- Ability to work efficiently under pressure.
- Good organizational and time management skills.

### TO APPLY



Stop in to pick up an application at any of our bank locations.



Email completed application to Patty Olson at [polson@citystatebank.com](mailto:polson@citystatebank.com)



For questions, call Patty Olson at 515-981-4234.