



**Position Title:** Universal Banker

**Reports to:** Branch Operations Manager / Call Center Manager

**Department:** Branch Operations / Call Center

**Date:** January 20, 2026

---

**Summary:**

Start your banking career with a role that lets you learn, grow, and make a real impact. As a Universal Banker, you'll be the welcoming face of Peach State Bank—helping customers with transactions, opening accounts, and supporting digital banking tools. You'll also rotate regularly into our Call Center for additional training and experience, giving you a well-rounded foundation in banking operations.

**Why This Role Matters:**

Universal Bankers are essential to delivering the friendly, community-focused service Peach State Bank is known for. You'll help customers with everyday needs, guide them through banking solutions, and contribute to a smooth, positive experience—both in person and over the phone. This role is designed for individuals looking to launch a long-term career in financial services.

**Qualifications:**

- 1–2 years of customer service experience (banking experience helpful but not required).
- Friendly, professional communication skills and a genuine desire to help people.
- Comfort learning new systems and technology; training provided.
- Ability to stand up to 6 hours during a workday.
- Strong attention to detail and follow-through

**What You'll Do:**

You'll support customers in-branch, at our ITMs, and through scheduled rotations in our Call Center.

Your responsibilities will include:

- **Customer Service & Accounts:** Assist customers with account openings, product explanations, debit card requests, account maintenance, and general banking questions.
- **Transactions:** Process deposits, withdrawals, official checks, cash drawer balancing, and everyday teller functions, including ITM support.
- **Digital Banking Support:** Walk customers through online banking, mobile apps, bill pay, eStatements, mobile deposits, Apple Pay, Google Pay, and basic peer-to-peer app support (Zelle®, Cash App, Venmo®).
- **Fraud & Monitoring:** Assist with fraud disputes, help monitor accounts using daily electronic banking reports, and support safe and secure customer activity.
- **Wires & Specialized Services:** Help process domestic wire requests, safe deposit box entry, check orders, and research items.
- **Business Banking Support (Basic):** Provide light Treasury Management assistance and direct customers to specialists when appropriate.
- **Problem Solving & Escalation:** Clarify policies and fees, resolve concerns when possible, and escalate issues to leadership when needed.
- **Teamwork & Rotation:** Collaborate with both branch and call center teams, participate in ongoing training, and uphold all bank policies and compliance standards.

*(This list isn't exhaustive; it's intended to provide an overview of the core responsibilities and typical tasks for this role. Additional duties may be assigned as needed.)*

## **Growth & Training**

Peach State Bank invests in your future. We provide hands-on training, coaching, and exposure to multiple areas of banking—including both branch operations and call center functions. As you develop, you'll have opportunities to advance into new roles within the bank.

## **Our Commitment:**

At Peach State Bank & Trust, we value integrity, teamwork, and service. We're committed to helping you succeed and grow in your career while serving our community with pride.

All personnel of Peach State Bank & Trust are committed to the Bank Secrecy Act/Anti-Money Laundering and OFAC policies and procedures to assist in detecting and preventing money laundering and other illegal activities from being conducted through our bank. Failure to comply with the Bank Secrecy Act/Anti- Money Laundering and OFAC policies and procedures may subject the employee to disciplinary action, up to and including discharge and possible criminal penalties.

All personnel are familiar with the Bank's core values and strive to display those in action and deed.