ERIEBANK Universal Associate, Full-Time
Ashtabula, OH (http://maps.google.com/maps?q=3606 State Road+Ashtabula+OH+44004) •
Universal Associate

Job Type
Full-time

Description
Universal Associates are hardworking, self-motivated individuals with positive attitudes who provide a specialized banking experience and are empowered to recommend solutions for individual client's needs. Universal Associates follow our bank philosophy: See It, Own It, Solve It and Find a Way to Say Yes.

PROVIDE ENHANCED CLIENT SERVICE
Enthusiastically greet our clients and engage in conversation. Move throughout the lobby to interact with clients and serve them. Be a standout colleague and chief educator who has engaging conversations with clients to uncover opportunities for product and service recommendations. Grow new business and drive referrals to branch colleagues and product specialists to support broader financial needs of clients. Deliver the WOW experience to our clients by promising to do everything in our power to provide an unforgettable banking experience with every interaction. Focus on mastering all Universal Associate responsibilities and quickly resolve problems with the utmost integrity and confidentiality.

FOSTER OUR CULTURE
Possess and display a positive approach in managing change, while demonstrating excellent communication skills through effective conversations and collaboration. Be the source of outstanding client and employee experiences. Seek opportunities to support volunteerism in the local community's awareness events, increase the bank's outreach, and develop new business.

PROMOTE DIGITAL AWARENESS
Explore and educate clients on alternative digital channels of delivery, products, and services. Accept and demonstrate advancements in banking technology and internal applications.

FOCUS ON ACCURACY AND ATTENTION TO DETAIL
Perform accurate transactions, maintenance for clients, account opening and consumer lending at a high level. Enforce to associate policies, procedures, and client service standards. Specific daily job tasks and expectations are further defined within our Universal Associate and Associate Manuals.

SEEK PROFESSIONAL DEVELOPMENT OPPORTUNITIES
Take advantage of progressing from opening accounts to consumer, home equity loans/lines, and mortgage lending through four levels of universal associate training and beyond. Training Tracks are crafted to help understand how this job affects other areas of the bank, provide tools to have effective conversations, and be successful in this new role. Annual, job-specific training opportunities are assigned and/or available for timely completion. Some travel may be required.

Requirements
Qualifications, education, and experience:
To perform this job successfully, we ask an individual to perform each essential job requirement satisfactorily and a skills inventory is listed below. A high school diploma or general education degree (GED) is required, with related experience and secondary education preferred. If required, successful completion of required background checks and obtainment of a Unique Identifier from the Nationwide Mortgage Licensing System (NMLS). We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform crucial job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.

LANGUAGE SKILLS: Ability to read, comprehend, and interpret documents. Possesses professional communication and interpersonal skills to write and speak effectively both one-on-one and before groups of clients or employees of the organization. Ability to communicate to clients directly and optimally.
TECHNOLOGY SKILLS: Ability to utilize telephone systems and possess good digital literacy including email, internet and intranet use. Prior experience or the ability to learn core transaction system, debit card system, statement processing system, cash advance machines and any other computer programs pertinent to performing job duties.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to solve exciting problems involving several variables in a standardized situation.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position operates in a professional office environment with considerable time standing while using office equipment such as computers, phones, and printers. The ability to lift or move 25lbs on occasion is required. Noise level is moderate with constant communication and interactions with others. Ability to travel on occasion to all market areas and attend seminars or training sessions offsite.

BENEFITS
- Medical, Dental, Vision & Life Insurance
- 401K with company match and profit-sharing program
- Paid Time Off & Recognized Holidays
- Leave policies
- Voluntary Benefit Options (Life, Accident, Critical Illness, & Pet)
- Employee Assistance Program
- Employee Health & Wellness Program
- Special Loan and Deposit Rates
- Gradifi Student Loan Paydown Plan
- Rewards & Recognition Programs and much more!

Eligibility requirements apply.

EOE/AA: M/F/Vet/Disability

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