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Universal Banker

Full Time

Norwich, CT, US

13 days ago

Requisition ID: 1122

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Position Overview:

As part of the Retail Branch team, the Universal Banker is accountable for client service delivery to those who prefer face-to-face interaction with Ascend Bank to expand and strengthen client relationships. The position will provide education about Ascend Bank sales and service delivery options, including but not limited to, all digital channels and debit card reward programs, while offering the appropriate banking solutions that match the client's needs. The position requires knowledge in the areas of client experience, client relationship development, retail sales, loss mitigation, and compliance with Bank policies, procedures and quality standards.



Responsibilities:

Client Relationship Management:

- Build and maintain strong relationships with Clients, local businesses, and community organizations through in person, planned appointments, and through outbound calling efforts with prospective and existing clients.
- Collaborate with branch team to develop relationship building strategies to ensure goal attainment and maximum satisfaction.
- Address Client inquiries and concerns in a timely and professional manner, involving Branch Management when applicable.

Risk Management and Compliance:

- Ensure compliance with all banking regulations, policies, and procedures.

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- Implement effective risk management practices to safeguard the bank's assets and reputation.
- Follow internal controls and audit procedures to ensure the accuracy of financial transactions and prevent fraud.

Performance Monitoring and Reporting:

- Assist in the preparation and completion of reports as required by management.
- Contribute to the overall operational efficiency and success of the branch.
- Utilizing CRM platform to capture client interactions to create opportunities for relationship building, process improvement, and operational efficiency.

Development and Training:

- Participate in branch meetings and training sessions to stay informed about new products, services, and operational updates.
- Participate in, and conduct as directed, daily jumpstarts with staff, planning relevant topics to share and discuss.

Community Engagement and Outreach:

- Represent the bank at community events, local business associations, and civic organizations to promote our brand and build relationships.
- Identify sponsorship and partnership opportunities that align with the bank's values and strategic objectives.
- Lead or participate in community service initiatives and volunteer activities to demonstrate our commitment to social responsibility.

Digital Literacy:

The ability to use data, information, and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills

- Information, data, and content
- Teaching, learning, and self-development
- Communication, collaboration, and participation
- Digital identity, safety, and security
- Technical proficiency with all bank products
- Awareness and interest in new technology
- Creation, innovation, and research

DUTIES SUPERVISED: Branch Sales and Service, Branch Operations, Safe Deposit

POSITIONS SUPERVISED: N/A

EXPERIENCE: One to three years of similar or related experience. Proficiency in MS Office Suite, specifically WORD, EXCEL and PowerPoint.

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EDUCATION: A high school education or GED. Bilingual proficiency (English/ Spanish) is considered a desirable attribute.

PHYSICAL REQUIREMENTS: Must be able to stand for extended periods.

****Compensation: Compensation is based on our market pay structures. However, individual salaries are determined by a variety of factors including, but not limited to business considerations, local market conditions, and internal equity, as well as candidate qualifications, such as skills, education, and experience.***

Ascend Bank is an equal opportunity employer and offers equal opportunity to all applicants for all positions without regard to race, color, religion, national origin, age, disability, and veteran status.

Applicants requiring reasonable accommodation in the application process should notify Human Resources.

Ascend Bank participates in E-Verify.

EOE/AA/M/F/D/V

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