



Founded in Abbeville, LA in 1971, **Gulf Coast Bank** is known throughout Acadiana for getting to know our customers personally, and understanding their needs, as well as the needs of the community. **Gulf Coast Bank** has 9 locations across the Acadiana area and employs more than 120 people. As banking has changed through the years, Gulf Coast Bank has stayed on the cutting edge, while never losing sight of what makes our bank special: providing outstanding customer service and maintaining active involvement in the communities we serve.

Position Summary

Gulf Coast Bank is looking for **Bank Associates/Tellers** for its 9 locations in the Acadiana area. The ideal candidate must have exceptional customer service and sales skills, along with cash handling experience. Employees will be required to perform both sales and service duties depending on the needs of the customer and under the Direction of the Branch Manager. A genuine interest in serving the customer is the key to being a successful Banking Associate.

Primary Responsibilities:

- Actively engages, greets, and assists customers in the Banking Center lobby and/ or drive thru in a professional and courteous manner
- Process a variety of routine and complex customer transactions, including deposits, withdrawals, loan payments, wire transfers, etc.
- Tracks sales activities and customer service requests in the Bank's Customer Relationship Management system.
- Manages and retains meaningful relationships with customers and prospects using a consultative sales and service approach to proactively fulfill their financial needs.
- Refers customers to other business partners to assist with specialized financial needs.
- Applies product and procedural knowledge to solve customer problems appropriately and efficiently to enhance the customer experience.
- Handles customer servicing requests related to debit cards, online banking, check orders, etc.
- Secures cash drawer and adheres to the Bank's guidelines regarding cash handling and daily balancing.
- Assists in safe deposit box customer entry.
- Assists with Banking Center morning and evening duties while strictly adhering to security protocol.
- Assists with processes that require dual control such as Night Depository, vault and ATM access and balancing.
- Accurately utilizes equipment and remain knowledgeable of equipment functionality to include the ATM, cash dispense and recycler machines, currency counters, etc.
- Supports the Bank's risk mitigation culture through fraud detection, awareness, knowledge, and sound decision making.
- Assists in managing operational loss by seeking supervisory override for transactions outside of authority, proper application of Reg CC holds and strict adherence to cash handling procedures.
- Strictly adheres to the Bank's customer privacy and confidentiality guidelines.
- Complies with federal banking regulations, including but not limited to, the Bank Secrecy Act/ Anti-Money Laundering Act, Reg CC, etc.
- Successfully completes required annual compliance training.
- Maintains a professional appearance, demeanor, and workstation.
- Performs other duties and special projects as assigned by management.



Computer Programs Used:

- Xperience Production
 - Core Director
 - Core Director Teller
 - Synapsys
 - Synergy
 - jhaEnterprise Workflow
- Synergy Capture
- 4|sight
- Delta Works/ MoneyGram

Requirements:

- High School Diploma or equivalent
- Excellent oral and written communication skills.
- Ability to learn products, services, and procedures quickly and accurately.
- Comfortable with technology and able to learn various computer programs and systems quickly and accurately.
 - Proficient with Microsoft Office programs, i.e., Word, Excel, Outlook, etc.
 - Proficient with standard office equipment, i.e., copier, scanner, fax, etc.
- Professional, thorough, and organized with strong follow-up skills.
- Performs well in a team environment and proactively collaborates with others to service customers.
- Ability to understand and follow policies, procedures, and regulatory requirements.
- Ability to work Banking Centers hours.
- Ability to travel if required to perform essential job duties.
- Ability to work under stress and meet deadlines.
- Ability to operate related equipment to perform essential job functions.
- Ability to read and interpret a document if required to perform essential job functions.

What We Offer:

- Competitive Compensation Structure
- Full Medical, Dental, Vision
- Paid Vacation/Sick Leave/Holidays

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.