

How would you like to work for a great company that offers career growth and values your skills and experience? For over 150 years, Commerce Bank has built a strong reputation as a “Super Community” bank and is recognized as an industry leader. In today's growing and competitive financial services industry, we look for creative and innovative solutions to meet the needs of our customers. To achieve our results, we recruit the best and brightest employees who *ask, listen and solve* to meet our customers' needs!

Commerce Bank is seeking a highly motivated and customer focused retail banking professional for a Personal Banker II opportunity. The Personal Banker position serves as an ambassador of Commerce Bank to our customers. This key branch team member is primarily responsible for providing the optimal customer experience and delivering personal service across multiple business lines, which includes sales and service activities. On a typical banking day, the Personal Banker will enjoy a significant level of customer contact and requests. This position will provide a great level of skill, knowledge and experience for your career and professional development.

***For this position, federal regulations require Commerce Bank to prepare an investigatory consumer report which will disclose credit history. If you express interest in and are considered for this position, you'll be asked to authorize that report.***

**As a Personal Banker II, you will:**

- Maximize the customer's experience during interactions while executing Commerce Bank's expectations and assist in meeting the branch team's goals
- Obtain and evaluate customer information and develop recommendations to match and satisfy customer needs
- Promote Commerce Bank's products and services based on customer's needs
- Effectively leverage sales process within customer interactions, cross-selling and referral skills
- Process customer transactions, balance, and safeguard against fraud
- Generally, handle sales interactions and service transactions
- Be subject to National Mortgage Licensing System (NMLS) registration under the terms of the S.A.F.E. Act of 2008. Incumbents in this position will be required to register and ongoing employment is contingent upon meeting all requirements.

**Education:**

- High School diploma (or equivalent) is required
- Bachelor's degree is highly preferred

**Preferred applicants will have:**

- 1+ years' experience as a Personal Banker/Teller, Banking Services Consultant, Financial Service Representative or similar position is highly preferred but not required
- Strong customer service and proven sales experience
- Knowledge of retail banking products, philosophy, policy, procedures, and documentation is preferred
- Effective sales ability including cross-selling and referral skills

- Strong PC skills and previous experience with (or ability to learn) retail banking sales and transaction processing systems
- Excellent communication skills (verbal, written and presentation)
- Strong attention to detail and accuracy skills
- Effective organizational skills
- Ability to work Saturdays