

## Personal Banker – Early Jan 2021 Start

*Join our multi award-winning organisation, and help us deliver an outstanding customer experience*

### **We offer our staff a number of great benefits, including:**

- Purchase additional Annual Leave
- Gym reimbursement program
- Additional Leave options
- Study assistance

### **Your new company**

Bank First, formerly Victoria Teachers Mutual Bank, is a customer owned bank that exists for the sole purpose of providing better banking experiences for customers; not to serve shareholders. Due to growth in the department, we are expanding our workforce to ensure our new and existing customers receive personal and prompt service.

### **Your new role**

Bank First is seeking a passionate individual with excellent time management skills, a high attention to detail, and a passion for delivering outstanding customer experiences to join a phone based team of Personal Bankers. The successful candidate will be responsible for strengthening and deepening the relationship between the Bank and our customers through conversion of lending Leads and Applications, and fulfillment of the customers' complete banking and protection needs.

Personal Bankers are required to take ownership of customer interactions and liaise with other departments to ensure the customer receives an easy, personal, and caring experience, feels supported through the Home Buying experience, and feels well informed throughout the process.

A strong compliance focus is required to ensure our responsible lending obligations are met and customers' settlements and approvals are not delayed. The role will be for an early start

### **What you will need**

Training in assessing and selling secured and unsecured lending products is provided, however prior banking experience and Tier 2 FSRA are necessary, and some prior lending experience is preferred. As interactions are phone based, a clear, confident phone manner are essential as well as excellent communication skills and an ability to build rapport with a diverse range of people. Prior experience in a call centre environment is valued but not essential.

If you are looking to learn new skills and would love to work for an organization with a focus on delivering an outstanding customer experience, apply now.

### **What you will get in return**

This rare opportunity will see you working for an award-winning organisation, helping to build and embed the Bank First brand in the market and demonstrate the value of banking with a customer owned bank. The offer is a competitive salary package and a broad range of other benefits reflective of our healthy culture and people engagement.

### **What you need to do now**

To be considered for the role, please send your CV and covering letter addressing the above criteria to [jobs@bankfirst.com.au](mailto:jobs@bankfirst.com.au).

**Applications close: 10/12/2020**