



**Job Posting**  
**Universal Client Support Specialist**  
**One Community Bank**

One Community Bank is seeking a **Universal Client Support Specialist** to join our team in **McFarland, WI**. Interested candidates should submit their resume or application to Talent at [careers@onecommunity.bank](mailto:careers@onecommunity.bank).

A modern, progressive and forward-leaning bank focused on serving our clients, supporting our colleagues and investing in our communities. The one bank that's different from other banks. We began as a single location serving the Oregon, Wisconsin, community back in 1976. Since then, **One Community Bank** has grown to serve 10 locations in Oregon, Adams, Grand Marsh, McFarland, Middleton, Oxford, Stoughton, Sun Prairie, and Waunakee. Come grow with One Community Bank! **We have been voted Best Place to Work four years in a row!**

**Summary:**

Client service begins with exceeding client expectations. This position works with more clients on a daily basis using enhanced technology versus traditional processes. They believe in the importance of making a difference in the community where you live and work. Change is embraced as an essential function of growth and opportunities are sought out to improve everything they touch.

**Essential Duties and Responsibilities include the following:**

- Processes all banking transactions via video conferencing through an ITM (Interactive Teller Machine)
- Respond to client's inquiries by phone, email or on-line chat relating to all deposit, safe deposit, loan, debit card accounts, online and mobile banking
- Researches and solves client's problems as time permits
- Recognizes opportunities to recommend Bank products and services
- Hold financial conversations with clients and prospects to determine needs
- Open a variety of products and services
- Understands and utilizes Bank products and services
- Represent the Bank in community activities and organizations
- The duties and responsibilities described are not a comprehensive list. Additional tasks may be assigned as necessitated by business demands.

**Required Qualifications / Skills / Abilities:**

- Teller Experience is preferred, but not required
- Knowledge of rules, regulations, policies and procedures in the financial services industry
- Ability to display an engaging, on-screen presence, positive attitude, and effective communication style through video conferencing
- Uses knowledge of operating and security procedures in order to make on-the-spot decisions, including exceptions, adjustments and overrides within guidelines.
- Strong organizational skills
- Works independently
- Ability to proficiently perform a wide variety of tasks with a strong attention to detail
- Solve client questions and concerns with warmth and a collaborative spirit
- Cash handling experience preferred
- Excellent problem solving and interpersonal skills

**Benefits Include:**

- 401(k), 401(k) matching
- Health Insurance (Choose from 5 plans)
- Dental insurance
- Flexible spending account
- Life insurance and Universal Life Insurance
- Long-term and Short-term Disability Insurance
- Paid time off
- Vision insurance
- Pet Insurance
- Wellness Program