Senior Service Associate / Universal Banker Function:
Specializes in our branch customer experience through lobby management, transactions and servicing interactions for retail and business customers. Identifies walk-in customers’ needs through the Bank’s retail sales process to provide basic sales solutions for basic customer needs and/or refer complex customer needs to the appropriate team member/partner.

These employment opportunities are in Baltimore city:
(Please apply on-line at M&T’s website provided on the flyer at one of the Requisition Numbers enclosed!)
Requisition# for Sr. Service Associate & location
The requisition numbers are:
R19880 on Light and Redwood Street
R21088 on Howard Street
R21427 on McHenry Row
R21804 (Bi-Lingual Sr. Service Associate - Spanish Speaking) Patterson Park
R20944 on North Plaza in Baltimore County
R17460 - Kirk Avenue
R18544 - University Hospital
R20784 - Hampden
R22513 - Light & Redwood

Position Responsibilities:
- **Educate** customers on current bank processes, solutions, deposits, and other convenience services/available channels.
- **Fluently** use needs assessment to facilitate reactive account opening.
- **Explain** features and benefits of solutions (e.g. credit cards, overdraft line of credit, installment loans) and have basic knowledge of when it is an appropriate solution.
- **Open** new Demand Deposit/Time Deposit/IRA accounts and explain the features, benefits and disclosures associated with each. Explain, at a high-level, criteria used to decision loan applications.
- **Transition service/sales consultation to account opening process**
- **Field** inbound customer inquiries and provide solution-based recommendations.
- **Complete** Business Banking Customer Refresh Activities.
- **Complete** business account servicing request for research, disputes, loan payments, loan advances, collateral releases, wire transfers, official check request, statement request and credit inquiries.
- **Assist** and stay current with the Business Banking AML/KYC/BSA process.
- **Introduce** business Banking Partner when servicing need represents an opportunity for a product solution.
- **Assist** business customers with deposit and loan servicing needs.

TO APPLY:
APPLICANTS MAY APPLY ON-LINE AT:
www3.mtb.com/careers

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