



Personal Banker

Wamego, KS | Full-Time | In Person | Retail | Non-Exempt

Join Our Retail Team

Bank of the Flint Hills is looking for a relationship-focused, customer-driven individual to join our Retail team in Wamego. This role is a great opportunity for someone who enjoys helping people, building relationships, solving problems, and connecting customers with banking solutions that support their financial goals.

About the Role

The Personal Banker builds and maintains strong customer relationships while providing exceptional service and financial solutions. You will help customers open and maintain deposit accounts, assist with consumer loan applications, identify financial needs, and recommend products and services that support their goals. You will also work closely with the Branch Manager and retail team to support branch growth, operational excellence, regulatory compliance, and a consistently positive customer experience.

What You'll Do

- Build and maintain strong customer relationships through personalized service, proactive communication, and timely follow-up.
- Identify customer financial needs and recommend appropriate bank products, services, and solutions.
- Open and maintain consumer and business deposit accounts while ensuring documentation is accurate and complete.
- Assist customers with debit cards, wire transfers, check orders, account maintenance, and other banking services.
- Originate consumer loan applications, gather supporting financial information, and guide customers through the lending process.
- Partner with the Branch Manager on consumer lending activities, including underwriting support and communication of loan terms and next steps.
- Support branch growth through customer outreach, cross-selling, referrals, and relationship development.
- Assist with teller and customer service functions as needed while following established operational, cash-handling, and compliance procedures.
- Represent Bank of the Flint Hills in the community through events, networking, volunteer opportunities, and positive relationship building.

What We're Looking For

- Excellent customer service, interpersonal, and relationship-building skills.
- Strong written and verbal communication with the ability to listen, understand needs, and explain solutions clearly.
- Strong attention to detail, organization, problem-solving, and the ability to manage multiple priorities.
- A professional, team-oriented approach with sound judgment, accountability, and integrity.

- Comfort using Microsoft Office and office technology, with the ability to learn banking systems, products, services, and regulatory requirements.
- A willingness to engage with customers and the community while positively representing Bank of the Flint Hills.

Education & Experience

- High school diploma or equivalent required.
- Associate's or Bachelor's degree in Business, Finance, Accounting, or a related field preferred.
- Previous banking, customer service, sales, financial services, consumer lending, or deposit account experience preferred. Transferable experience and a willingness to learn are also valued.

Why Bank of the Flint Hills?

At BFH, our core values guide how we work, serve, and grow together. We believe we're Better Together, Built to Serve, committed to Being Our Best, and Never Stuck. We're looking for someone who wants to contribute, grow, serve our customers well, and be part of a team that cares about the communities we call home.

Ready to Join Our Team?

We'd love to hear from you! Please submit a completed employment application and your resume to hr@bfh.bank

Bank of the Flint Hills is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees.