



Summer Intern – Banking Operations

Eagle Rock Bank is growing, come join our team!

Eagle Rock Bank is a locally owned and managed community bank with strong values and a commitment to employees who join our bank family. Eagle Rock has proudly served the community since 1996, with locations in Rochester and Stewartville, MN.

Job Title: Banking Operations Intern

FLSA Status: Non-Exempt

Schedule: Full-Time

Reports to: Branch Operations Manager

Position Summary

We are seeking a motivated and detail-oriented Summer Intern to gain hands-on experience in various banking operations. This internship is ideal for students interested in finance, banking, or business administration.

This is a 35 - 40-hour per week non-exempt position, Monday through Friday, hours will range from 7:45 a.m. to 5:15 p.m. A Saturday rotation from 8:15 a.m. to 12:45 p.m. will be required. Rochester and Stewartville locations.

Duties and Responsibilities

- Customer Experience Representative
 - Greet customers and provide friendly, professional service.
 - Process financial transactions, including deposits, withdrawals, loan payments, and check cashing.
 - Balance cash drawer throughout the day and maintain accurate transaction records.
 - Verify customer identification and ensure transactions comply with bank policies, state and federal laws, and regulations.
 - Educate customers on Eagle Rock Bank products and services, answering inquiries, and directing them to the appropriate departments.
 - Handle confidential customer information with discretion and professionalism.
- Loan Administration Support
 - Assist in customer file cleanup in our core system as needed.
 - Assist with archiving and destroying outdated files as needed
 - Organize, maintain and digitize records for efficient retrieval.
 - Ensure confidential documents are handled securely.
- Event Assistance
 - Help set up and tear down bank sponsored events and community outreach activities.
 - Provide on-site support during events, interacting with customers, prospects and distributing promotional materials.
- General Office Support
 - Perform administrative tasks such as data entry, answering phones, and assisting bank staff with daily operations.
 - Maintain a clean and organized work environment
- Perform other duties as assigned.

Skills and Abilities

- Excellent communications and interpersonal skills
- Effective organizational, multi-tasking and prioritizing skills
- Self-starter, effective time management
- Provide quality service to customers
- Dependability, accuracy, and attention to detail
- Problem solving and troubleshooting

- Ability to work in a team and independent environment
- Proficiency with Microsoft Word, Excel, Outlook, Windows
- Eagerness and willingness to learn a variety of tasks

Education and Preferred Requirements

- High school student or above

Working Conditions

Must be able to stand and/or sit for extended period of time. Occasional heavy lifting required. Job requires employee to bend forward by bending forward at the waist, or by bending the legs and spine. Must be able to express ideas by the spoken word, and requires perception of speech.

Eagle Rock Bank offers a comprehensive benefit package to our full time employees: *The following are not offered to seasonal or temporary employees.

- Medical - Dental - Vision
- Paid Time Off
- Paid Federal Holidays
- Life Insurance*
- Short Term and Long Term Disability*
- Flexible Spending Accounts
- 401k Retirement Savings Plan
- Employee Referral Program*
- Educational Assistance*
- Employee Birthday Pay*
- Employee Wellness Allowance*

Eagle Rock Bank is an Equal Opportunity Employer

www.eaglerock.bank