



JOB POSTING

Position: Customer Service Representative

Department: Various

Reports To: Banking Center Manager

Purpose of Position

Operates a teller's window by providing prompt, efficient, accurate, and high quality customer service. Represents the Bank in a courteous, professional manner and remains alert to the customer's needs. Promotes the Bank's other services by cross-selling or refers customer to appropriate staff as necessary.

Essential Functions Include

- ◆ Provides high quality customer service to the Bank's clients
- ◆ Possesses a basic knowledge of the Bank's services and products
- ◆ Presents clients with accurate account, product or service information
- ◆ Processes the following transactions in a timely, accurate manner:
 - ◆ Checking/ savings, loan payments, tax payments and negotiable instruments such as official checks, money orders, and traveler's checks
- ◆ Sells and redeems U.S. Savings Bonds
- ◆ Balances transactions at the end of the day and verifies cash totals
- ◆ Complies with all Bank policies and observes proper security procedures to prevent bank fraud
- ◆ Maintains a working knowledge of bank regulations and adheres to the following:
 - ◆ Privacy Policy, Reg CC, CTRs, MIL, SARs, and any other applicable regulations
- ◆ Admits customers to safe deposit boxes
- ◆ Evaluates customer product/ service needs to ensure client satisfaction
- ◆ Refers any client transactions to appropriate departments as needed
- ◆ Answers customer inquiries and gives balances
- ◆ Other functions, not listed here, as needs or requirements of the job may change.

Requirements

- ◆ High School Diploma or equivalent
- ◆ Minimum of 6 months cash handling experience
- ◆ Basic computer/ terminal knowledge
- ◆ High degree of accuracy and attention to detail with the ability to interpret and identify problems
- ◆ Possesses proven customer service and interpersonal skills that positively represent the Bank
- ◆ Successfully completes teller training and any other compliance training deemed necessary

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