



## **WOLF RIVER COMMUNITY BANK JOB DESCRIPTION**

**TITLE:** Administrative Assistant/Receptionist

**REPORTS TO:** Vice President-Administration/Head Teller

**EMPLOYMENT STATUS:** Full-time

**FSLA STATUS:** Non-exempt

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Serves as support staff to the senior management team with frequent use of Microsoft Office Suite including but not limited to preparation of professionally written correspondence, creation of spreadsheets, PowerPoint presentations, mail merge, calendar management and reporting.

Receive and answer telephone inquiries from customers and internal staff regarding customer and bank related accounts.

Maintains highest level of confidentiality related to bank, customer, director and employee information.

Follow customer service procedures to ensure they are met to the highest standard consistently.

Completion of written account verifications.

Maintain employee-training log.

Arrange for logistics of board meetings including facilities, food and beverage, etc.

Order supplies as requested by bank personnel as well as maintain inventory of cookies, coffee and water.

Maintains filing systems for vendor invoices and Internet Banking paperwork.

Orders checks for customers as requested.

Maintains bulletin board as well as Bank's outside signage as directed by the Marketing Committee.

Monitor local media for customer life events and recognize appropriately.

Complete stamping of regular and bulk mail for forwarding to post office/ mailing service.

Serve as a Back up Teller who adheres to all the duties and responsibilities of a Teller. (See Teller job description).

Assist Bank personnel with questions on the status of accounts, bank statements, charges, interest, etc. in an efficient, courteous manner providing positive employee relations.

Follow established policies and procedures in responding to inquiries and requests.

Have ability to identify customers' financial services needs and recommend products and services to meet those needs. Advise customers on promotional items and services.

Must have thorough product knowledge and have an understanding of regulatory compliance.

**NON-ESSENTIAL DUTIES & RESPONSIBILITIES:** Work as a Teller at any given location. Other duties may be assigned.

**SUPERVISORY RESPONSIBILITIES:**

There are no supervisory responsibilities in this position.

**EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED) or related experience and/or training; or equivalent combination of education and experience. Knowledge of Microsoft Office Suite is required. Needs to be organized and able to work independently as well as within a small group.

**LANGUAGE SKILLS:**

Ability to read and comprehend instructions, correspondence, and memos. Ability to write professional correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**OTHER SKILLS AND ABILITIES:**

Must have the ability to operate the following equipment: telephone, teller terminal, 10-key calculator, typewriter, check image scanner, personal computer and printer, copy machine, shredder, and fax machine. Must be proficient with Microsoft Office Suite.

**KEY CONTACTS:**

Has daily contact with bank management, Tellers/Head Tellers, operations personnel.

Has moderate contact with Lending and other Bank departments regarding customer transactions or Bank services.

Has daily contact with Bank customers.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to sit or stand for extended periods of time. Employee must be able to communicate verbally and have the ability to hear to effectively interact with customers. In order to utilize the data processing system, the employee must be able to physically use a keyboard/mouse and get to and from workstations. Some lifting may be required. Extended periods of viewing a computer terminal. Specific vision abilities required by this job include close vision and ability to adjust focus. Depending on location, office space may be confined.

**WORK ENVIRONMENT:**

This job description summary in no way states or implies that these are the only activities to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job related responsibilities requested by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**COMPETENCIES:**

Communications, Cooperation, Customer Service Orientation, Excellent Interpersonal Skills, Job Knowledge, Quality, Accuracy, Credibility, Teamwork, Cash handling, Dependability, Product Knowledge, Quantity, Can-do Attitude, Proactive/Self Starter, Respectful, Friendly and nice to all.

**COMPENSATION/BENEFITS:**

Salary is commensurate with experience and qualifications.

**COMMENTS:**

Position may require the ability to work before or after normal business hours to attend various employee meetings/seminars.

**DISCLAIMER:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

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\_\_\_\_\_ I have reviewed this ADA job description and I can perform the essential functions of the job.

\_\_\_\_\_ I have reviewed this ADA job description and I cannot perform the essential functions of the job.

Name \_\_\_\_\_ Date \_\_\_\_\_