



WOLF RIVER COMMUNITY BANK JOB DESCRIPTION

TITLE: Customer Service Representative I

REPORTS TO: Head Teller

EMPLOYMENT STATUS: Full-time/Part-time

FSLA STATUS: Non- exempt

SUMMARY

Responsible for the daily transactions, cash requirement activities and mastering the teller operations according to established policies, procedures, and standards of performance. Provides prompt and efficient customer service in a courteous, accurate and professional manner through the accurate and confidential handling of account information. Possesses knowledge of bank products and services in order to make the appropriate referrals to ensure the customer's financial needs are met. Maintains a flexible schedule that may include working in other branches and weekends as needed. Supports the bank by reinforcing core values and achieving departmental goals consistent with the strategic plan.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Cash Handling:

- Maintain adequate working funds as required by Bank policy. Verify and balance assigned cash drawer when required with minimal cash variations. Follow appropriate procedures for buying/selling cash from/to the vault. Assist in reconciling errors or discrepancies for self and others.
- Log contents and process night deposit, mail deposits and other transactions requiring dual control.

2. Transaction Processing:

Following the appropriate bank procedures and customer identification requirements:

- Accurately and efficiently cash checks, issue cashier's checks, money orders, process deposits and withdrawals, loan payments, cash advances, issue gift cards, accept safe deposit box payments, etc.

- Admit customers to safe deposit boxes.
- Provide customers with account information while maintaining confidentiality.
- Possess a working knowledge of applicable bank regulations & policies including: Reg CC (check holds) and Bank Secrecy Act (Monetary Instrument & cash exchange log), CTRs, and SAR reporting).

3. Customer Relationship Development:

- Develops and maintains a thorough knowledge of Bank products and services.
- Identify customer's financial needs through friendly interaction. Suggest appropriate products and services to meet those needs.
- Refer customers to appropriate staff for the products and services needed.
- Advise customers on special product promotions.

4. Department Operations:

- Develops and maintains adequate knowledge to perform all opening/closing procedures, teller operational duties and dual control requirement according to bank policy and procedures.
- Verify and balance assigned cash, scanned items, etc. consistently within standards.
- Ensure cash and cash items are balanced and secured throughout the day and at the end of each business day.

5. Strategic Goals:

Partners closely with all departments to support the strategic goals to achieve growth and customer satisfaction objectives while contributing to the management of risk, operational efficiencies and overall objectives of the Bank.

NON-ESSENTIAL DUTIES & RESPONSIBILITIES: Work at any given location.
Other duties as 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 word processing would be helpful and knowledge of bookkeeping. Needs to be organized and able to work within a small group. Must have excellent interpersonal skills. Prior cash handling or sales experience preferred. Prior customer service experience is a plus.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple 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 but uninvolved 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, check image scanner, typewriter, personal computer and printer, copy machine, shredder, coin machine, coin roller, currency counter and fax machine.

KEY CONTACTS:

Has daily contact with other CSR's, Personal Bankers and Relationship Bankers.

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

Has daily contact with Bank customers regarding transactions and responding to inquiries as part of the teller function.

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 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, Judgment, 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.

~~~~~

\_\_\_\_\_ 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 \_\_\_\_\_