



Position: Customer Service Representative/Teller

Reports to: Personal Banker

Classification: Non-Exempt full time

Position Summary:

The position of Customer Service Representative/Teller is responsible for providing high quality customer service by meeting the needs of customers in an efficient and friendly manner. Position responsibilities include handling transaction processing and some customer service responsibilities including responding to a variety of customer inquiries and assisting retail area with month end tasks and other related projects. Responsible for promoting business for the Bank by maintaining good customer relationships.

Primary Responsibilities (subject to change):

- Maintain Cash drawer with daily open or close responsibilities
- Balance Vault cash
- Daily reports including but not limited to: Large dollar review, net teller transactions, stop pay/holds
- Answer telephones
- Order/Ship Coin & Currency
- Monthly teller reports
- Replenish & Balance ATM
- Balance inquiries, stop payments & telephone transfer requests
- Cashier check requests
- Safe deposit box entry
- Postage machine

Position Requirements:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Required Education: High School or equivalent and two or more years of experience or commensurate training in retail activities, including cash handling
- Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies
- Excellent customer service skills that include the ability to communicate clearly and professionally, both verbally and in writing
- Team player with ability to be flexible and multi task while paying close attention to detail
- Proficient computer skills, including but not limited to word processing and spreadsheet programs
- Effective oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees
- Excellent active listening and problem solving skills
- Effective organizational and time management skills
- Ability to work with minimal supervision while performing duties.

Please contact Cherie Ewald, Personal Banker/Teller Supervisor at:

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