

JOB DESCRIPTION

Job Title Front Line Retail
Department Retail Department
Reports To Branch Manager

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Summary

Primarily responsible for delivering superior service to bank customers and conducting appropriate transactions to meet their needs.

Essential Job Functions

- Completes transactions / requests in a timely and accurate manner, conducts transactions including but not limited to deposits, withdrawals, cashing checks, loan payments, and cash advances.
- Ensures accurate handling of cash and balancing assigned cash drawers on a daily basis.
- Greets customers in a timely manner and assists customers with other various needs by answering questions and responding to inquiries, in person and by phone.
- Understands the various products the bank offers, identify cross-sell opportunities and explain the features and benefits of those products to customers.
- Performs other miscellaneous support tasks as designated by management.

Ancillary Job Functions

- Keeps up-to-date on all bank products and services.
- Data entry.
- Scanning, copying, printing, and filing documents.

Education and Experience – An equivalent combination of education, training and experience will be considered.

- High School Diploma or equivalent.
- Prefer experience in a customer service, cash handling, or retail sales environment.

Knowledge, Skills and Abilities which may be representative, but not all-inclusive of those commonly associated with this position.

- Basic knowledge of Microsoft Office products.
- Mathematical skills.
- Attention to detail and multi-tasking.
- Ability to operate copier, fax, telephone and scanner.
- Excellent written and oral communication skills required.
- Excellent customer service and interpersonal skills.
- Ability to work effectively as part of a team.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Exposed to moderate noise levels.

Physical Abilities which are commonly associated with the performance of the functions of this job. The physical demands described below 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 essential functions.

- Light office work.