

**First Federal Savings and Loan Association of Greene County Job
Description
Customer Service Representative**

Summary

The Customer Service Representative performs various banking transactions while demonstrating a customer focused and service-oriented approach to assisting our customers. He/She reports directly to the Branch Manager or the Head Teller of the assigned office.

Essential Functions

1. Greet customer by name and develop a friendly and trusting rapport, consistently delivering exceptional customer service in a professional, caring, and positive manner.
2. Perform various banking transactions, all in accordance with Association policies, procedures, and service standards. This includes, but is not limited to:
 - a. Cash checks and receive cash and/or checks for deposit to checking and savings accounts, certificates of deposit, club accounts, and IRA's.
 - b. Process payments for mortgage and home equity loans.
 - c. Process HELOC withdrawals.
 - d. Open new accounts, various club accounts, and Certificates of Deposit.
 - e. Issue money orders and bank checks.
 - f. Process night deposits and other miscellaneous items.
 - g. Process transfers, withdrawals, and redemption of US Savings Bonds.
 - h. Accept payment for other miscellaneous items.
 - i. Accept orders for checks, deposit slips and checkbook covers.
 - j. Verify endorsements, receive proper identification for cash back and issue proper receipts.
 - k. Identify counterfeit currency and other fraudulent activity.
3. Manage and balance individual cash drawer on a daily basis.
4. Keep cash drawer and all work neat and organized, cross referencing work with tape run.
5. Mutilate and strap currency; separate and roll coin.
6. May prepare currency for vault or TCD and/or balance ATM.
7. Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations, and consumer privacy policies.
8. Answer telephone and respond to customer's inquiry in a courteous and professional manner.
9. Assist customer in the completion of various forms, such as address change, online banking, ATM card application, etc.
10. Recognize customer needs and suggest appropriate services of the bank, referring customer to appropriate department.
11. Complete internal training programs, as assigned.

Non-Essential Functions

1. Prepare customer account printouts when requested.
2. Operate coin counting machine.
3. Perform basic daily bookkeeping functions for branch office, as assigned.
4. Open/close branch office, as assigned.
5. Perform other duties as assigned.

Qualifications/Experience

1. High school graduate or equivalent.
2. Previous cash handling experience preferred.
3. Previous customer service experience preferred.
4. Superior customer service skills to be demonstrated in person, over the telephone, and in writing.
5. Ability to handle routine transactions and provide detailed explanation about a selected service, product or capability.
6. Possess computer skills for basic data entry and retrieval. Ability to learn and proficiently navigate through Association software programs.
7. Knowledge of fundamental mathematical calculations and ability to count cash back to a customer.
8. Reading and understanding of uncomplicated non-technical documents of varying length, such as business letters, policy manuals, safety rules, and office equipment instructions.
9. Ability to work a flexible schedule, including extended hours and Saturdays. Schedule changes may occur based on the operational needs of the office.
10. Must be physically present on-site to interact with customers, co-workers, and other business associates.
11. Current driver's license required when travelling between offices.

Physical Requirements

Occasionally – up to 20% of the time

Frequently – from 21% to 50% of the time

Constantly – at least 51% of the time

1. Occasionally sit in a normal seated position.
2. Occasionally lift 30 lbs. (coin and coin drawer). There may be occasion when customers bring in containers of coin that weigh more than 30 lbs. In such instance, CSR is expected to use discretionary judgment and ask for assistance.
3. Occasionally kneel or bend at knees or coming to rest on knees.
4. Frequently lift objects from one level to another.
5. Frequently climb such as ascending or descending stairs, ramps, ladders and the like.
6. Frequently stoop or crouch by bending legs and spine or by bending downward or forward at the waist.
7. Frequently walk about on foot.
8. Constantly stand on feet without moving about for extended periods of time.
9. Constantly carry objects in hands or arms. (money drawer or coins).
10. Constantly reach by extending hands and arms in any direction.
11. Constantly work with hands, but without finger dexterity to seize, hold, grasp, or turn.
12. Constantly use finger dexterity to manipulate objects with fingers rather than whole hands.
13. Constantly talk to, express, or exchange ideas through spoken word.
14. Constantly hear to perceive the nature of sounds by ear.
15. Constantly use sight skills for purpose of seeing objects clearly within a very short distance and in a greater distance. Color vision, sharp focus, depth perception, and field of vision would be frequently needed.