

JOB TITLE: Teller / CSR

FLSA STATUS: Non-Exempt

DEPARTMENT: Retail Banking

REPORTS TO: Branch Manager

PRIMARY FUNCTION:

As a Teller/Customer Service Representative you will be primarily responsible for working directly with customers to complete transactions, handle customer inquiries and manage a cash drawer. Additionally, this position is responsible for recognizing customers' needs for additional services and referring them to the appropriate staff where necessary.

AS A TELLER/CUSTOMER SERVICE REPRESENTATIVE YOU WILL BE PRIMARILY RESPONSIBLE FOR:

- Providing quality, personalized service to ensure customer satisfaction and retention. Demonstrating friendly professionalism in all contact with customers – in person, on the telephone, and in all written communications.
- Processing all transactions received in person, by mail, or through the night depository. Accepting checking and savings deposits/withdrawals, check endorsements, verifying cash, processing transactions and issuing receipts.
- Cash checks in accordance with established procedures. Verifying endorsements and availability of funds. Asking questions to determine validity of each item before disbursing cash.
- Receiving various types of payments, redeeming savings bonds, issuing money orders and official checks, and closing accounts. Conducting all actions and preparing documentation in accordance with established procedures.
- Managing a cash drawer. Complying with cash control procedures at all times. Adhering to established cash limits while maintaining cash at adequate levels to meet customer demand. Packaging currency in accordance with bank standards. Balancing cash drawer and place in secure storage at the end of each business day. Use technology effectively in order to accurately complete required customer transactions and documentation.
- Processing coin orders and performing branch capture imaging.
- Adhering to state and federal banking laws and regulations as well as BLC's internal policies and procedures.

THE QUALIFIED CANDIDATE WILL POSSESS THE FOLLOWING:

- High School diploma (GED) with a minimum of 2 years mortgage and/or banking experience.
- Work independently to organize and prioritize tasks, manage time to meet deadlines, analyze requests, understand issues and develop appropriate solutions.
- Excellent organization, attention to detail and time management skills.
- Strong focus on delivering exceptional customer service to internal and external customers.
- Previous experience and knowledge of loan products and terminology is a plus.
- Positive attitude.
- Ability to stand 75-95% of work shift and lift up to 30 lbs.

Please email your résumé to Jill in Human Resources or call with questions pertaining to the position.

EMAIL: jills@blccb.com **PHONE:** (920) 687-7842