

TITLE: CUSTOMER SERVICE REPRESENTATIVE III- **PART-TIME**
REPORTS TO: BRANCH MANAGER
CLASSIFICATION: NON-EXEMPT
LOCATION: AVON OFFICE
DATE: November 6, 2018

JOB DESCRIPTION

Summary/Objective

Customer Service Representatives are responsible for the accurate and efficient handling of financial transactions between the customers and the Association. This position also requires answering routine inquiries, problem solving and performing duties that are supportive of the Branch operation.

Essential Functions:

- Provide friendly, efficient and prompt service to customers.
- Accept deposits and withdrawals, verifying cash and endorsements, giving customers their receipts, posting all transactions on the on-line terminal.
- Cashing checks while ensuring First Federal's check cashing policy has been followed.
- Accepting and correctly applying to customer accounts: loan, VISA, collection, utility bills, and tax payments.
- Issuing money orders and processing the redemption of U S Savings Bonds.
- Verify mail payments and night deposits.
- Maintain a general knowledge of all First Federal and its affiliates' products and services to identify and recommend additional opportunities as appropriate.
- Answer customer's questions and resolve routine problems. If unable to help, refer customer inquiries to appropriate department or personnel.
- Educate customers on options to manage their financial transactions by utilizing technology, tools and resources.
- Daily balancing of the CSR window; locating and reconciling outages.
 - Assist CSR's level I and II with locating and reconciling outages.
- Train new CSR's.
- Assist with the marketing of bank products and services to new and existing customers.
- Ensure compliance with all financial policies, procedures and regulatory requirements;
 - Be aware and follow security procedures for both the CSR window and Branch.
- Demonstrate sound judgment and grant system overrides within established limits after asking appropriate questions and assessing the situation. See attached CSR requirements.
- Maintain a position of trust and responsibility by keeping all customer, employee and Company business confidential.
- Successful completion of approved training and compliance testing.
- Member of the branch ATM response team.

Competencies

1. Customer/Client Focus
2. Problem Solving/Analysis
3. Time Management
4. Communication Proficiency
5. Consultation
6. Relationship Management
7. Ethical Practice
8. Teamwork Orientation

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.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk to hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

Position Type

This is a part-time position.

Travel

- Travel is primarily local during the business day (up to 30 miles).

Required Education and Experience

- High School degree or GED required.
- Minimum 2 years cash handling experience.
- Supervisory training preferred; or the successful completion of course(s) as assigned.
- Must be a Notary Public or obtain your Notary within 90 days of start date.

AAP/EEO Statement

First Federal Savings of Lorain is an Equal Opportunity Employer-M/F/Disabled/Vet

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.