

TITLE: CUSTOMER SERVICE REPRESENTATIVE III
REPORTS TO: ASSISTANT BRANCH MANAGER
CLASSIFICATION: NON-EXEMPT
LOCATION: Main OFFICE
DATE: March 24, 2021

JOB DESCRIPTION

Summary/Objective

The Customer Service Representative III provides exceptional customer service while processing accurate transactions, answering customer questions, and helping their supervisors and team meet branch goals.

Essential Functions:

- Provide friendly, accurate and efficient service to customers both in person and on the telephone. Timely follow up with customers as necessary.
- Maintain a general knowledge of all First Federal Savings of Lorain's products and services to identify and recommend additional opportunities as appropriate.
- Educate customers on options to manage their financial transactions by utilizing technology, tools and resources.
- Handle consumer and business customer problems with professionalism; directing more complex issues to supervisors or other leadership as necessary.
- Process accurate transactions; provide accurate information to customers.
- Maintain a position of trust and responsibility by keeping all customer, employee and Company business confidential.
- Understand and follow policies and procedures for compliance and branch audits.
- Demonstrate sound judgement in making decisions, while following established guidelines, procedures and policies including approvals for CSR staff.
- Perform daily branch responsibilities working with supervisors to maintain efficient operation of the branch.
- Maintain a balancing record that is consistent with Bank policy.
- Assist CSR's level I and II with locating and reconciling outages.
- Successful completion of approved training and compliance testing.
- Compliance with all government regulations including the Bank Secrecy Act and related regulations.
- Verify mail payments and night deposits.
- Train new CSR's.
- Member of the branch ATM response team.

Competencies-

- Ethical Practice – Being in accordance with the rules or standards for right conduct or practice; following processes, procedures, policies, laws and regulations that govern the Bank; moral uprightness; honesty
- Integrity –
 - Behavioral: Doing the right thing; acknowledge mistakes and demonstrate accountability for actions;
 - Job based: Ensuring accurate data throughout the organization
- Communication –
 - Delivering Messages: Ability to deliver clear and accurate messages across a variety of mediums to audiences of all sizes and backgrounds. Ensures that the delivered message is clear and understood by the listener
 - Listening: Understands information provided by others. Listens actively and to others' views

and concerns. Seeks further information to clarify ambiguity.

- Teamwork – Positively, respectfully and openly participates in the collaborative effort of a group to achieve a common goal. Be committed to building an encouraging, caring, and supportive environment. Provide mutual support; be open minded to other's suggestions and contributions.

Supervisory Responsibility

- Ensure that staff is adhering to company policy and procedures
- Train, educate, encourage and support staff in their daily activities
- Identify training and development needs of the team

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 full-time position.

Travel

- Travel is primarily local during the business day.

Required Education and Experience

- High School degree or GED required.
- Minimum 2 years cash handling experience.
- Ability to problem-solve and provide solutions.
- Supervisory experience preferred.
- The ability to read and write proficiently in order to communicate in both oral and written form.
- Must be able to work in a team environment with the ability to interact well, and in a positive manner, with customer, co-workers and Management.
- Internal candidates must have successfully completed or agree to complete a CSR III Development Plan

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.