

TITLE: Phone Receptionist
REPORTS TO: AVP of Retail
FLSA STATUS: Non-Exempt
LOCATION: Main Office
DATE: 9/30/2024

JOB DESCRIPTION

Summary/Objective:

The Phone Receptionist is responsible for professionally providing support by answering and screening phone calls, directing calls to the appropriate department or employee and assisting customers with their inquiries and concerns.

Essential Functions:

- Greet callers courteously and, manage their inquiries.
- Effectively communicate with the public, as well as with employees.
- Answer general questions relating to the bank's products and services.
- Respond to customer inquiries and requests in a timely and friendly manner, including voice messages needing follow up calls.
- Log and follow-up on customer complaints to AVP of Retail, Chief Retail Officer, or other appropriate department manager.
- Research and problem solve customer requests– use critical thinking skills to resolve the caller's inquiry.
- Assist customers with online banking registration and questions.
- Receive, sort and forward incoming mail and assist with outgoing mail to ensure it is postmarked on a timely basis for the Main Branch.
- Assist with Returned Mail in partnership with Electronic Banking.
- Assist the Main Branch with mail pouches as needed.
- Strong Communication and organizational skills.
- High level of professionalism and courtesy.
- Excellent time-management skills.
- Ability to multitask.
- Comply with all government regulations including the Bank Secrecy Act and related regulations.

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.
- The willingness and ability to obtain additional training and course completion for on-going continuing education.
- Ability to obtain notary public license within 90 days of employment.

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, operating Monday through Friday hours of operation, and other days as may be needed.

Required Education and Experience

- Knowledge, use and familiarization of modern office procedures methods, and equipment including computers and computer applications such as Microsoft Word and Excel are required. Knowledge of statistical databases is preferred.
- High school diploma or equivalent is required.
- Previous phone experience recommended

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.