



Customer Service Rep Job Description

I/ General Purpose

- Keep records of money and negotiable instruments involved in a financial institution's various transactions using computer program and following required procedures and policies.
- Administer Banks Mission Statement.

II/ Essential Duties/ Responsibilities

- Regular attendance and prompt punctuality to work.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Balance currency, coin, and checks in teller cash drawers, ATMs, coin machine and vault daily. Calculate daily transactions using computers, calculators, or adding machines.
- Examine checks for endorsements and to verify other information such as; dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Explain, promote, or sell products or services such as, money orders, and cashier's checks, using computerized information about customers to tailor recommendations.
- Prepare and verify cashier's checks and money orders.
- Gather information on customer to complete the money instrument log and/or work with persons file on computerized information system.
- Understand the Teller Capture system: scan and capture items, proof each transaction, upload transactions to host.
- Learn and become familiar with bank transaction codes used.
- Verify remote deposits, provide assistance with debit cards, online banking support, bill pay support, and taking wire information.

III/ Other Duties/ Responsibilities

- Issuing Buck-a-roo Account Birthday Cards
- Stock inventory for teller line

IV/ Knowledge, Skills, and Ability:

- Mathematics - Using mathematics to solve balancing issues and helping customers with banking questions.



- Service Oriented - Actively looking for ways to help people.
- Problem Solving - The ability to recognize issues and find solutions to solve the problem.
- Answer phone and assist the customer in all areas of the bank.

V/ Experience & Education:

- High School Diploma (or GED or High School Equivalence Certificate).
- Previous on the job experience will be considered.
- Familiarity with personal computer keyboarding or typing ability preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand, walk, sit, and reach with arms.
- Ability to carry up to 25 pounds to handle cash drawer and boxes or bags of coin.
- Dexterity to count coin and paper currency quickly and accurately.

Please Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice.

TELLER POSITION SUMMARY

Customer Service - Service customers in person, or phone, or mail- in, and night drop entries
Observation of the Lobby/ Security
Watching for counterfeit Money/ Fraudulent checks
Night Drop
Balance Coin Machine



Roll Coin
Sell Coin Products
Balance Credit Card Machine
Sell Cahiers checks / Money orders

Process Return Mail Complete CBA
Cash Advances
Redeem Bonds
Balance Vault
Federal Reserve Shipment/ Account for shipment and put money away
ATM-Balancing, Filling, Maintaining, Fixing bill jams
Answer Phone Calls
Verify CTR
Clean Money
Keeping Teller Drawers Clean / Mutilated Money
Holds on Checks
Shredding private information
Create Envelopes/ Apply postage
Maintain Buck-A-Roo accounts/ Birthday Parties/ Birthday Cards
Clean Scanner Machine
Safe Deposit Access
Direct Customers to the Correct Departments
Sell Coins in the Security Case
Remote deposit verification
Reset Online Banking passwords
Reset pin for debit cards

BACK UP/ OTHER DEPARTMENTS/ OTHER RESPONSIBILITIES

Teller Meetings
Basic Essential Meetings
ICBA Training

Date: _____

Signature: _____