



*Savings Bank*  
OF MENDOCINO COUNTY  
Member FDIC

## Job Description

**Job Title: Customer Service Representative 3**

**Department: Branch Assigned**

**Reports To: Branch Manager/Operations Officer**

**Salary Grade/Salary Range: 5 (\$11.88/hr - \$18.19/hr)**

**Revision Date: October 2012**

### **Position Summary**

Perform transactional duties to serve customers including receiving or paying out funds with high accuracy. Maintain accurate transactional records. Provide cash receipt and payment services in accordance with Bank policies and procedures. Present and explain all Bank products and services to customers with extensive product knowledge. Communicate effectively with customers or prospective customers and represent the Bank in a positive and professional manner. Perform supervisory duties as necessary. Must be a Certified Branch Trainer for CSR and New Accounts as applicable. Requires at least two years of experience as a Customer Service Representative.

### **Essential Job Functions and Responsibilities**

- Regular and predictable attendance and punctuality.
- Greet and welcome customers to the Bank in a courteous, professional and timely manner, providing prompt, accurate and efficient transactions within established Bank policies and procedures.
- Demonstrated ability to perform **all essential job functions and duties of the CSR I and CSR II** job descriptions accurately, efficiently and with minimal supervision.
- Perform all X-Box and Vault duties, including incoming and outgoing cash shipments.
- Perform daily audit of currency transaction reports from OnBase.
- Open and close safe deposit boxes, as applicable to Branch.
- Establish Night Depository agreements, as applicable to Branch.

- Sign official checks and approve teller transactions within designated limits.
- Prepare Branch Certifications.
- Supervise staff on a limited basis, within scope of authority, as needed.
- Review signature cards, when authorized.
- Serve as alternate Bank Secrecy Officer, if needed.
- Mentor new staff members as a Certified Branch Trainer
- Process counterfeit bills and send to appropriate governmental agencies.
- Other duties as assigned.

### **Qualification Requirements**

- To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must pass a teller test. A minimum score of 70 or better is required to be considered for an interview.
- Flexibility with hours and days, as applicable to Branch.
- Must be a certified Branch Trainer for CSRs (and New Accounts if applicable to Branch).

### **Education and/or Experience Requirements**

- High School Diploma or General Education Degree (GED) required.
- Two years experience as a Customer Service Representative or equivalent position required.

### **Minimum Typing Speed Required**

25 wpm or higher keyboarding speed and familiarity with 10-key pad.

### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.

### **Mathematical Skills**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

### **Reasoning Ability**

Ability to solve problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **Other Skills and Abilities**

- Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking-related software preferred.
- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Working Directly with the Public** – Ability to deal directly, face-to-face and on the phone with the public, following the Bank's Customer Service Standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.

### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 10-20 lbs and occasionally lift and/or move 25-50 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

**Acknowledgment:**

*I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.*

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**