



*Savings Bank*  
OF MENDOCINO COUNTY  
Member FDIC

## **Job Description**

**Job Title: Assistant Customer Service Supervisor 1 or 2 (Level dependent on Branch size classification)**

**Department: Branch Assigned**

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

**Salary Grade/Salary Range: Small Branch – 8 (\$16.48/hr to \$26.33/hr)**

**Medium/Large Branch – 9 (\$18.54/hr to \$29.61/hr)**

**Revision Date: October 2012**

### **Position Summary**

Under the direction of the Branch Manager, this individual coordinates the activities of all CSRs to ensure the efficient operation of the teller line and drive-up windows. Effectively manage the staff to meet the Bank's Customer Service Standards, accurate cash handling, and positive audits while maintaining a positive and productive work environment.

### **Branch Size Classification Guidelines**

Factors that determine the level and grade of ACSS: Staff size, Number of ATMs, Safe Deposit Box services, Lending services and Drive-up services at the branch. Level 2 ACSSs are at Head Office, Fort Bragg, Willits, South Ukiah, Lakeport, Mendocino and Pear Tree. Level 1 ACSSs are at Hopland, Redwood Valley and Laytonville.

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

- Regular and predictable attendance and punctuality.
- Open and close the Branch, as needed.
- Perform all CSR and New Account duties.
- Supervise CSRs, ensuring adherence to Bank policies, procedures and standards.
- Schedule shifts, lunches, breaks, and time off for optimal customer service.
- Assist in training new employees.
- Provide staff with on-going training through staff meetings or one on one.
- Delegate duties to staff and review work for accuracy and understanding.
- Satisfactorily resolve customer complaints.
- All CSR duties including X-box and Vault.
- Prepare weekly incoming and outgoing cash shipments according to schedule.

- Work with Branch Manager to promote a positive, enthusiastic work environment towards excellent Customer Service and Employee Relations.
- Function as Bank Secrecy Officer Alternate, responsible for daily BSA reporting and compliance.
- Prepare and review Branch Certifications in rotation with Branch Manager.
- Responsible for all operational duties including end of day certification of cash advances and negotiable instruments.
- Ensure Branch capture schedules are being met.
- Refer Legal Process requests and documents to Legal Process Specialist.
- Monitor proof corrections, teller corrections and Combined reconciliation daily; work with staff to resolve out of balance situations and to improve accuracy as needed.
- Maintain Branch's operational files according to Bank retention and compliance guidelines.
- Maintain excellent communication with Branch Manager regarding all Branch operations including employee performance issues.
- Carry out supervisory responsibilities in accordance with the Bank's policies and applicable laws in the absence of the Branch Manager. Responsibilities include bringing complaints or problems to the attention of the Branch Manager.
- Write performance reviews, counseling documents and quarterly coachings within prescribed deadlines for timeliness. Deliver to staff members as necessary.
- Cooperate with and complete assignments associated with internal and external audits in a timely fashion.
- 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.
- Excellent customer service skills and the ability to promote and maintain the Bank's customer service standards.
- Strong verbal and written communication skills.
- Excellent attendance record.
- Ability to maintain customer and employee confidentiality.

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

Two years related banking operations experience required. Previous supervisory experience preferred.

### **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 practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. 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.
- Interpersonal skills that promote a positive work environment.

### **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 pounds and occasionally lift and/or move 25-50 pounds. 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.*

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**Employee Signature**

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**Date**

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**Supervisor Signature**

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**Date**