



Savings Bank
OF MENDOCINO COUNTY
Member FDIC

Job Description

Job Title: Utility Clerk I

Department: Branch Administration

Reports To: Assistant Branch Administrator

Salary Grade/Salary Range: 4 (\$11.04/hr to \$16.22/hr)

Revision Date: 10/12

Position Summary

This position covers a wide range of duties necessary to work at any Branch as needed, including but not limited to: CSR duties, ATM servicing, wire transfers, New Accounts duties, Safe Deposit Box duties, and general customer service. This position also covers absences in the Central Services Department and for the Reception/Switchboard Operator. This individual works closely with Branch Administration to ensure Branch positions are covered for both pre-planned and unplanned absences. This individual must be well organized, self-motivated, flexible, and have the ability to multi-task effectively.

Essential Job Functions and Responsibilities

- Regular and predictable attendance and punctuality.
- Performance of all CSR duties as described in CSR job descriptions.
- Perform all X-Box and Vault duties.
- Service and balance ATMs, as applicable to Branch.
- Perform all New Accounts Representative duties as described in the New Accounts Representative job descriptions, including opening all types of accounts.
- Perform Night Depository duties.
- Perform Safe Deposit duties.
- Become a Certified In-Branch Trainer (CSR and New Accounts).
- Assist in completion of Branch review and Certifications.
- Order supplies.
- Assist in process of retention and destruction of records.
- Perform Bookkeeping duties, as applicable.
- Perform Receptionist/Switchboard duties, as applicable.
- 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.

Education and/or Experience Requirements

- High School Diploma or General Education Degree (GED) required.
- Minimum of one year of banking experience preferred.
- Additional Bank Operations experience is 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 problems and deal with a variety of situations. Ability to understand 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.
- Accuracy in handling cash within established Performance Standards.
- Ability to organize and prioritize to complete multiple assignments with minimal supervision.
- Thorough and detail-oriented with the ability to produce accurate work in a timely manner.
- Work flexible hours and travel to all branches as assigned.
- Take direction from various supervisors.

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.

Employee Signature

Date

Supervisor Signature

Date