



BRANCH SERVICE ASSOCIATE I

TITLE: Branch Service Associate I	REPORTS TO: Branch Manager																					
DEPARTMENT: Retail Operations	FSLA: Non-Exempt																					
JOB SUMMARY:																						
<p>A Branch Service Associate is responsible for providing superior customer service, communications skills, maintaining general math skills, is detail orientated and able to function in a changing environment. Responsible for conducting customer financial transactions including but not limited to check cashing, withdrawals, deposits, opening accounts, referring and cross-selling of products or services and all other tasks as assigned. The Branch Service Associate is responsible for meeting individual sales goals and contributing to the Branch goals.</p>																						
EXAMPLES OF KEY DUTIES: <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>																						
<ul style="list-style-type: none"> ➤ Provides exceptional customer service to all bank customers (as defined by the Bank). ➤ Provides prompt, accurate, and efficient customer transactions; and handles all transactions for customers with discretion and confidentiality. ➤ Processes a variety of checking, savings and related transactions, i.e. receiving deposits, withdrawals, loan payments, mortgage payments. ➤ Accountable for balance of cash drawer(s) at the end of the day. Researches and resolves any balance discrepancies. ➤ Informs customers of new products and services, explaining features and benefits; and cross-sells products and services when appropriate and within scope of responsibility ➤ Follows appropriate bank, regulatory and legal requirements. ➤ Performs other various duties as assigned. ➤ Performs the following reporting: 																						
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QUALIFICATIONS:

Education:

- High school diploma or GED
- 1-3 years customer service experience preferred
- Previous teller experience preferred

Required Skills:

- Basic computer skills (e.g., Microsoft Office, Excel and Word)
- Attention to detail
- Excellent customer service and communication skills
- Excellent organizational and time management skills
- Ability to work with money transactions with high degree of accuracy

PHYSICAL DEMAND AND EQUIPMENT USED:

- Must be able to sit, walk or stand for extended periods.
- Occasionally lift up to 25 pounds.
- Must be able to travel to branch locations.
- Must be able to travel for business related matters.
- General Office environment
- General Office equipment

LAST UPDATED: APRIL 2016

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