

**CITIZENS BANK & TRUST COMPANY
NOTICE OF PROJECTED JOB OPENING**

POSITION: CSR Team Member – Main Bank

Classification

Non-Exempt

Reports to

CSR Manager

Date

June 17, 2022

Job Description

Summary/Objective

The employee responds to customer inquiries via telephone and face-to-face meetings. They shall receive and pay out money, as well as accurately keeps record of money and negotiable instruments involved in a financial institution's various transactions. They shall also meet the needs of customers by providing quality service.

Essential Functions

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

1. Maintain cash drawer with strict attention to bank balancing policy.
2. Accept cash and checks for deposits, cash checks, receive and verify loan payments, process withdrawals, and many other various monetary duties.
3. Perform specialized tasks such as preparing cashier's checks, gift cards, re-pin debit cards, and cross-sell banking products.
4. Adheres to all internal controls and established policies and procedures.
5. Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers, stop payments, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage and limits, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties.
6. Research and resolve customer problems, acting as the customer liaison between other bank departments and/or other financial institutions when necessary.
7. Facilitate the opening and closing of accounts as well as cross-selling bank products and services based on customer needs in accordance with the banks program standards

8. Perform customer requested research, including printing statements and check copies.
9. Assist customers with debit card disputes, stop payments, ordering and replacing debit cards, and balancing checkbooks.
10. Contact customers to obtain necessary signatures on items with missing or irregular signatures

Competencies

1. Customer/Client Focus.
2. Personal Effectiveness/Credibility
3. Problem Solving/Analysis.
4. Communication/Teamwork.
5. Initiative.
6. Stress Management/Composure.
7. Organizational Skills.
8. Technical Capacity.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands or arms. This position occasionally requires the lifting of up to 50 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 6:00 p.m. and some Saturday's from 8 a.m. to 12 p.m.

Travel

Local travel to various worksites may be required.

Preferred Education and Experience

1. High school diploma or equivalent required.
2. Customer service experience
3. Deposit bank experience

Additional Eligibility Qualifications

None required for this position.

AAP/EEO Statement

The bank believes that all persons are entitled to equal employment opportunity and does not discriminate against its Employees or applicants because of race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, disability, veteran status, genetic information or any other basis prohibited by federal, state or local law. Retaliation is strictly prohibited against employees who complain about perceived discrimination. If any employee feels that they have been discriminated against based on one of the qualifications listed above, please see your supervisor, human resources, or another member of management. Equal employment opportunity will be extended to all persons in all aspects of the Employer-Employee relationship, including but not limited to recruitment, hiring, training, education, compensation, promotion, transfer, discipline, layoff and termination, and benefits and assignments.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

If you are interested in this position, please contact Nancy Sjulín.