



BRANCH SERVICE ASSOCIATE I

TITLE: Branch Service Associate I	REPORTS TO: Branch Manager
DEPARTMENT: Retail Operations	FSLA: Non-Exempt
JOB SUMMARY:	
Responsible for demonstrating excellent customer service. Opens accounts, handles cash transactions, sells/cross-sells bank products and services, and resolves complex customer service issues. Accountable for sales and service activities for assigned branch. Proactively seeks new customers through marketing and prospecting. Refers customers to other areas of the company as appropriate.	
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 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.➤	
QUALIFICATIONS:	
Education: <ul style="list-style-type: none">➤ High school diploma or GED➤ 2-5 years customer service experience preferred➤ Previous teller experience preferred	
Required Skills: <ul style="list-style-type: none">➤ Basic computer skills	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



- Excellent communication skills
- Stellar customer service skills
- Excellent organization and prioritization skills
- Ability to work with money transactions with high degree of accuracy
- Must be familiar with Microsoft office products

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: May 2015

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