

OLYMPIA FEDERAL SAVINGS AND LOAN**JOB DESCRIPTION**

TITLE: Customer Service Representative

GRADE: 3

FLSA STATUS: Nonexempt

EMPLOYMENT STATUS: Full Time/Regular

REPORTS TO: Branch Manager

POSITION SUMMARY:

Provide prompt and courteous service to customers by efficiently and accurately conducting teller transactions and answering inquiries regarding products and services. Receive funds, post transactions and pay out funds as required. Balance posted transactions and cash drawer daily. Cross-sell Association services.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Accurately perform routine and non-routine transactions.
- Receive checks and cash deposits to accounts, verify amounts, examine checks for proper endorsement, and enter deposits to customers' accounts.
- Cash checks and process withdrawals. Pay out money after verification of signatures and customer balances.
- Cross-sell Association products and services.
- Promote and explain other Association services such as loans, IRAs, certificates of deposit, safe deposit boxes, traveler checks and money orders.
- Receive and accurately process loan payments.
- Place holds on accounts for uncollected funds.
- Balance cash drawer daily. Report any discrepancies to the supervisor as necessary.
- Buy and sell currency from the vault as necessary. Ensure that teller drawer cash limits are not exceeded.
- Prepare and record customer service set-ups such as telephone transfer, wire transfers, check orders, electronic funds transfers, overdraft protection, and Debit/Transaction card applications as required.
- Responsible for checking night depository and completing the log under dual control.
- May assist with ATM balancing.
- Redeem US Savings Bonds.
- Accurately utilize Branch Capture for daily bank deposits.
- Compose and type routine savings correspondence.
- Prepare and place stop payment on On-Us Checking accounts as required.
- Identify counterfeit currency.
- Follow all Association policies and procedures.

KNOWLEDGE, SKILLS AND ABILITY REQUIREMENTS:

- Excellent customer service.
- Excellent interpersonal and communication skills.

- Ability to work with supervisors and fellow employees in a positive manner conducive to a team effort.
- Ability to exercise customer confidentiality and discretionary judgment.
- Demonstrated ability to accurately handle cash and numerical transactions.
- Ability to read, write, speak and understand English well.
- Strong organizational skills and ability to prioritize tasks.
- Basic PC and Microsoft Office proficiency, with an ability to learn new software.
- Ability to work well under pressure and in a fast-paced environment.
- Maintain a working knowledge of applicable Association Policies and Federal Regulations including, but not limited to, Bank Secrecy Act, Customer Identification Program, Office of Foreign Assets Control, Privacy, Rights to Financial Privacy, Community Reinvestment Act, Truth In Savings and The Security Program.

QUALIFICATIONS:

- Requires High school diploma, GED or equivalent skills.
- Requires successful completion of “Teller Training” as offered by the Association, or equivalent.
- Prior customer service experience.
- Cash-handling experience preferred.
- Must be bondable.

PHYSICAL DEMANDS & WORK ENVIRONMENT/CONDITIONS:

Duties are performed in usual office conditions. Ability to operate standard office equipment including personal computer, standard keyboard, 10-key calculator and work a standard shift with repetitive wrist and hand movements. Ability to talk and hear. Ability to stand or sit for extended periods of time. Occasionally lift, move or carry items up to 15 lbs. Ability to concentrate on the matter at hand, under sometimes distracting work conditions. Requires manual dexterity and handling ability. Use hands and arms to finger, handle, grab and reach. Specific vision abilities including close vision and the ability to adjust focus. Work may involve eye strain due to constant use of computer screens. Occasional walking, kneeling, stooping, crouching, and bending. Ability to be mobile office-wide for various business needs.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge, skills and abilities typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. The physical demands and work environment and conditions 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.

Updated: 11/13