

CommunityBanc, Inc.

Notice of Open Position

DATE: August 4, 2021

THIS POSITION IS NOW OPEN:

Job Title: Customer Service Representative I
Schedule: M-S rotation and as needed for business operations.

Summary:

Sells and cross sells bank products and services, recognizes customer needs and makes referrals and gives excellent customer service. Receives and pays out money, and keeps records of money and negotiable instruments involved in financial transactions.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Assists customers and makes them feel welcome.
- Answers phone and assists customers or transfers and routes calls as necessary.
- Knowledgeable of Bank's products and services and explains to customers accurately.
- Explains, promotes, and refers products and services.
- Explains, promotes and refers to Community Financial Advisors and Community Loan Company.
- Receives checks and cash for deposit and loan payments; verifies amount and examines checks for endorsements.
- Cashes checks and pays out money after verification of signatures and customer balances.
- Places holds on accounts per the Funds Availability Policy.
- Accepts stop payment requests as needed.
- Completes applicable forms as needed.
- Completes check and/or saving slip orders for customers as needed.
- Contacts customers when check orders and/or savings slips are available for pick up.
- Assists customers with access to safety deposit boxes.
- Cashes in EE Savings Bonds.
- Maintains individual cash drawer limit and verifies all cash entered.
- Prepares work for teller processing.
- Checks all incoming cash for fraud and/or counterfeit currency.
- Balances currency, coin and checks in drawer at end of shift and compares totaled amount with data displayed in the teller processing system. Accurately enters information into "Work with Person" in the teller processing system.
- Tracks and reports monthly sales referrals and goals.
- May log night deposits or open night drop as needed.
- May assist with back up and/or balance ATM as needed.
- May assist with enrolling customers in Online Banking with Bill Pay.

- May assist with VISA Check Card activations.
- May assist in the opening and closing of the office as needed.
- May assist in courier service as needed.
- May maintain inventory of supplies in customer service area and assist with office supply ordering.
- May assist with completion of the Safe Deposit Box Audit.
- May complete returned mail.
- Attends training as needed or assigned.
- Efficiently operates fax and copy machines.
- Represents the Bank in community involvement activities.
- Sets positive example for new employees.
- Follows and supports the Company's policies and procedures accurately.
- Positively represents the Company's culture and values.
- Achieves annual goals as assigned.
- Completes annual required regulatory and Cybersecurity training curriculums as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.