



## **POSITION TITLE: Customer Service Representative III**

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### **Summary**

The Customer Service Representative III (CSR III) exercises independent judgment to process a variety of routine deposits, withdrawals and other customer transactions. The CSR III operates with limited supervision, providing prompt, courteous, and friendly service. This position functions as Vault Teller for the branch; may function as a back-up to the Personal Banker, and is required to actively sell and cross-sell bank deposit, loan and other bank services. Position may also assist Customer Service Manager with branch administrative and operational tasks, as needed.

### **Essential Functions**

- Provide excellent customer service.
- Handle deposits, withdrawals, inquiries and other financial transactions for customers.
- Maintain a strong working knowledge and understanding of appropriate banking laws, regulations, internal policies and procedures, and comply fully with those laws, regulations, policies and procedures.
- Be thoroughly familiar with the products and services offered by the bank.
- Actively refer and cross-sell additional products and services to customers.
- Accept assignments to assist with ATM deposits, night deposits and transactions received in the mail.
- Functions as branch Vault Teller.
- Assist Customer Service Manager, as needed, in completion of branch administrative and operational tasks.
- May back up Personal Banker with opening of new accounts.
- Work as part of a team in a professional environment.
- Perform other duties as assigned

### **Skill Requirements**

- Previous experience in sales and customer service required.
- 3 to 5 years experience as a Customer Service Representative/Teller required.
- Previous experience with new accounts and branch operations helpful.
- Good math skills are required.
- Must exercise accuracy, alertness, good judgment, initiative, courtesy, tact and patience in dealing with customers, both internal and external, as well as vendors/suppliers used by the bank.
- Well developed oral and written communication skills and the ability to be effectively organized in a fluid environment.
- Strong computer skills including a working knowledge of Word, Excel and other software programs needed for performance of duties.