

Job Posting

Full Time Customer Service Representative (CSR) / Deposit Operations Specialist

Deposit Department – Local Community Bank

Please submit resumes to Terri Hargis at thargis@firstshorefederal.com

POSITION SUMMARY:

We are looking for an organized and detail oriented individual to join our Deposit Department. The CSR/ Deposit Operations Specialist is responsible for assisting customers with a variety of banking needs, as well as opening and closing accounts and cross selling our bank products and services. CSRs use their skills to build strong and lasting relationships with customers, by learning their financial needs. This position will allow you to gain knowledge of multiple facets of banking which will allow you to build a foundation for future advancement with our association.

MAJOR JOB RESPONSIBILITIES INCLUDE:

- While serving as a frontline CSR, understand banking products and services
 - Assist customers with account opening, servicing, and handling account closeouts
 - Safe Deposit Box custodian duties
 - ATM & Night Deposit balancing as needed
 - Cash Handling
 - Customer Communications

- As a deposit operations specialist, understand back office operations related to the Checking/Debit Card Department and IRA Departments
 - Report and Website Review
 - Internet Banking customer assistance
 - Document Imaging
 - As needed, will serve as the back-up to the Checking Dept. Specialist which includes daily operational duties and requires a comprehensive knowledge of our debit card system
 - Ability to learn consumer lending application
 - Assisting the AVP/Savings Manager with back-up responsibilities related to IRA Administration including Inherited IRAs

BSA: Customer Due Diligence, CTR Completion, OFAC Verification, and Suspicious Activity Reporting

SKILLS AND ABILITIES:

- Extraordinary customer service skills
- Professional Appearance
- Positive Attitude
- Dependable
- Team player
- In-depth knowledge of all bank deposit products and policies
- High degree of accuracy
- Strong communication skills
- Organizational skills
- Microsoft Excel, Outlook, Teams, and Word skills

OTHER DUTIES

Please note this job description is not 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.

PHYSICAL DEMANDS:

- May have to stand on feet several hours at a time
- May occasionally have to lift, bend, and pull up to 50lbs.

TRAINING AND EXPERIENCE:

- High school diploma or GED required
- Prior bank experience preferred
- Cash handling or sales experience required
- Prior Customer Service experience
- Computer Skills and knowledge required

HOURS: Monday-Friday- 8:00a.m. – 4:00p.m.