



Job Title:	Customer Service Representative (CSR)/Teller	Department/Group:	Branch
Location:	Salisbury MD	Supervisor:	Branch Manager
Position Type:	Full-time	Contact:	
Will Train Applicant(s):			

Job Description

ROLE AND RESPONSIBILITIES

The CSR/Teller is responsible for assisting customers with a variety of banking needs

- **Front Line Responsibilities**

General product knowledge, opening, servicing, and closing all deposit accounts, defining customer needs and cross selling our bank products and services in addition to FACTA as it relates to Deposit Verification, cash handling, transaction processing including deposits, withdrawals, loan payments, savings bond redemption, Safe Deposit Custodian Duties, End of Day Cashbox Balancing, ATM & Night Deposit Balancing, Stop Payments, and Check Holds

- **BSA**

Understand all aspects of Bank Secrecy Act Policy related to Customer Due Diligence, Customer Identification Policy, Currency Transaction Reporting completion, Office of Foreign Asset Control verification and Suspicious Activity Reporting.

- **Information Security Responsibilities**

Employees shall know, understand, and be held accountable for fulfilling their security responsibilities as defined in the Information Security Policy as well as other First Shore Federal policies. Information Security is the responsibility of everyone at First Shore Federal. Employees are responsible for informing the IT Department of any incident, suspected or material, and of any issues hindering their work function. Employees are responsible for exercising good judgement regarding the reasonableness of personal use of First Shore Federal owned network device. Employees have an obligation to use their internet access in a responsible and informed way. Employees are responsible for the security of their credentials for any and all applications used by First Shore Federal. Employees are responsible for participating in any and all education and training programs initiated by First Shore Federal.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School diploma or GED required
- Prior bank experience preferred

PREFERRED SKILLS

- Prior customer service experience
- Cash handling or sales experience
- Computer skills and knowledge required

Equal Opportunity Employer (EOE)