

Position Title: Customer Service Representative/Teller I, II, III, IV

Wage: \$12.00 - \$17.14

Reports to: Branch Retail Operations Officer

Category: Non Exempt

Position summary:

Supports and contributes to Cashmere Valley Bank's goal of providing the highest quality of service to its customers. Processes a variety of customer transactions and cross sells bank services to new and existing customers.

Essential Functions:

- Receive checks and cash for deposit, verify amounts, examine checks for proper endorsement and negotiability.
- Cash checks and process withdrawals after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds. Examine checks for proper endorsement and verify the identity of the person receiving the cash.
- Actively explain, promote, or sell products or services. Process requests for address changes and other maintenance changes for customer.
- Process mail transactions and night deposit bags.
- Sell money orders and cashier checks following bank procedures.
- Maintain currency levels in teller station as required. Balance currency, coin, and checks in cash drawers at ends of shifts and report any discrepancy to the Supervisor as necessary.
- Ensure that the teller station is properly stocked with forms, supplies, etc.
- Be knowledgeable of and adhere to all policies, procedures and regulatory compliance issues of Cashmere Valley Bank.
- Other duties as assigned. Job descriptions and duties may be modified if deemed necessary by management.

Performance Expectations:

- Adhere to all policies, procedures and regulatory compliance issues of Cashmere Valley Bank.
- Practice a high degree of professionalism and confidentiality with a positive attitude.
- Manage time effectively completing assigned duties within the required deadlines.
- Demonstrate a commitment to continuous quality customer service.
- Always utilize cash handling procedures to minimize cash discrepancies. Maintain a high level of accuracy.
- Successful completion of in-house training and off-site training as required.
- A good attendance record and overall reliability is essential.
- Model and uphold the Mission Statement of Cashmere Valley Bank.

Relationship Expectations:

- Accountable to Supervisor/Manager for fulfillment of all job responsibilities.
- Ability to deliver superior customer service to internal and external customers.
- Contribute to an overall team effort by being an effective player.
- Develop an effective relationship of cooperation and communication with supervisor and peers.

Job Requirements: High School Diploma or equivalent. Good interpersonal communication skills; Ability to operate a variety of office equipment including computers; Capable of exercising independent judgment when necessary; Available to work between 8:00 am and 6:00 pm Monday through Friday, an occasional Saturday and overtime on an "as needed" basis.

Physical Requirements: This position requires manual dexterity, the ability to lift cash drawers and files, and open file cabinets. It also requires bending, stooping, and standing as necessary. Must be able to lift from 10-20 lbs.

