

**Title:**  Head CSR

**Position Summary**:  Process deposits and pay out funds in accordance with bank procedures;  to record all transactions accurately and balance each day’s operations while providing excellent customer service.  Supervision of teller staff, scheduling, balancing, and overall teller functions.

**Job Duties**:

* Receives cash and checks for deposit, verifies amounts, and looks for check endorsements.  Examines cash carefully to guard against acceptance of counterfeit bills.
* Cashes check for customers after verifying identification and checking account balances in accordance with bank policy
* Enters transactions into computer and issues customer receipts
* Counts cash balance at beginning of shift and balances cash and checks against computer records at end of shift
* Prepares personal money orders, cashier’s checks, savings bonds, gift cards and travelers’ checks as requested
* Explains bank services and charges to customers
* Observes suspicious behavior and report any such activity
* Explains bank services and products
* Scanning deposits and payment transactions
* Assist with customer access with safe deposit boxes
* Greet and refer customers to appropriate bank personnel to meet their financial needs
* Verification of buys and sells to tellers
* Prepares and processes coin and currency with the Federal Reserve
* Daily balancing of all monetary instruments
* Balancing of all coin and currency to include vault, coin machine and cash dispenser
* Scheduling of teller staff
* Verify and approve hourly staff
* Monitors and evaluates staff training
* Staff evaluations to include individual goals, professional development and performance competencies

**Qualifications:**

* Excellent Customer Service skills
* Management Skills – Ability to manage and motivate and constructively guide employees
* Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* Communication Skills – The ability to communicate effectively
* Mathematics – using mathematics to solve problems to find over and shorts
* Problem Solving Skills – The ability to find resolution to problems in an efficient, practical manner
* Time Management – managing one’s own time and the time of others within the group
* Administrative skills – basic computer skills including 10 key experience

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