



PART TIME CUSTOMER SERVICE REPRESENTATIVE

SUMMARY OF JOB: Operates a Teller's window by providing prompt, efficient and accurate customer service, representing Exchange Bank in a courteous, professional manner alert to customer needs and willing to cross-sell or refer the customer to the appropriate staff. Ensures all transactions are completed efficiently and accurately. Responsible for balancing all financial transactions performed during work shift.

ESSENTIAL JOB DUTIES: 1. Process customer transactions, including receiving deposits, verifying cash and endorsements and issuing receipts, installment loan payments, making withdrawals, cashing checks, selling money orders and travelers checks and providing customer account printouts and scans work for remote capture. 2. Effectively cross-sells Exchange Bank's services and products. 3. Provides customer access to safe deposit boxes (where applicable), answers the telephone, types or keys miscellaneous reports, forms, documents and other correspondence as needed. 4. Responsible for opening/closing procedures of branch. 5. Balances transactions at end of day and verifies cash totals. 6. Completes daily current transaction report logs and necessary documentation.

JOB REQUIREMENTS

REQUIRED EDUCATION, EXPERIENCE AND SKILLS: 1. High School Graduate or Equivalent required. 2. Interpersonal skills to represent Exchange Bank in a positive way in dealing with customers and other employees. 3. Cash handling and balancing experience and accuracy. 4. Customer service and retail sales experience. 5. Ability to operate on-line teller terminal and other standard office equipment such as a computer, typewriter and 10 key calculator/adding machine. 6. Saturday morning availability to work is required. 7. Successful completion of teller training and any other compliance training deemed necessary by the Bank.

EQUIPMENT USED: 1. Computer 2. Typewriter 3. Check Scanner 4. Ten-key calculator.

Exchange Bank is an Equal Opportunity Employer, M/F/Disability/Protected Veteran