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# EXCHANGE BANK

*relationships you can bank on.®*

**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 hours and vacation/sick time requests
- Monitors and evaluates staff training
- Staff evaluations to include individual goals, professional development and performance competencies, including performing periodic surprise cash counts.

**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

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