

Lighthouse Bank

POSITION DESCRIPTION

Exempt:
Non-Exempt: X

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|-----------------------------|-------------------------------|
| POSITION TITLE: | Courier/CSR |
| CORPORATE TITLE: | AVP VP SVP EVP |
| SALARY GRADE: | 5 |
| DIVISION/DEPARTMENT: | Operations |

Reporting Relationships:

Position Reports to: Service Manager
Positions supervised: None

Position Purpose:

- Promotes bank through efficient use of resources and development of quality customer service standards.
- Ensures compliance with Bank and regulatory policies and procedures.
- Responsible for performing back office duties, such as but not limited to:
 - Courier Service
 - Processing Work
 - Filing
 - Scanning Work
 - Document Destruction
 - Answering Phones

Essential Functions and Basic Duties:

- Courier Service - picking up client deposits, on occasion delivering other bank related packages.
- Represents the bank in community, civic and community reinvestment activities.
- Participate in ongoing training courses in all operational areas, including detailed BSA training.
- Understanding of Compliance in all Operational areas, including BSA
- Performs other duties as required.
- Work together as a team to ensure all duties are completed.

Qualifications

Education:

- High School Diploma or equivalent.

Required Knowledge:

- Basic knowledge of general banking operations.
- Basic understanding of related state and federal banking compliance regulations, and bank policies and procedures.

Experience Required:

- 1 years banking experience, to include teller and new account functions.
- BSA understanding and basic training

Skills/Abilities Required:

- Organizational skills.
- Ability to multi-task in a fast paced environment.
- Time management & the ability to prioritize effectively.
- Ability to work and make basic decisions with minimal supervision.
- Solutions oriented.
- Basic computer skills.

Mental and Physical Requirements/Working Conditions

- Requires driving approximately 80% of the time;
- Valid and unrestricted driver's license;
- Get in and out of a car more than 15 times a day;
- Drive in dry and wet weather, usually during day light hours, but occasionally in the evening hours;
- Climb stairs;
- Function in a traditional office environment without causing harm to themselves or others;
- Regularly speak and hear up to 8 hours a day;
- Tolerate a business environment with moderate to high background noise levels;
- Tolerate moderate temperature variations within the office environment;
- Tolerate exposure to service animals and/or household pets;
- Regularly sit, type, and use the mouse up to 8 hours a day;
- Regularly sit and stand from chair more than 20 times per day;
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Stand, walk, use hands to finger, handle or feel, and reach with hands and arms;
- Must have the manually dexterity to skillfully operate a computer keyboard and other standard office equipment, such as a facsimile and telephone;
- Occasionally lift and/or move up to twenty five (25);
- Ability to define problems, collect data, establish facts and draw valid conclusions;
- Ability to apply common sense to carry out instructions, interpret documents, understand procedures, and communicate effectively with clients, employees and all

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- levels of management; and
- Ability to change pace when a need arises (i.e. work at a faster pace to ensure all daily function are completed by the end of the business day).

I have read and understand the requirements to perform my job functions. In addition, I understand additional job functions, tasks or projects may be assigned that are not noted in this position description.

Signature

Date