

Lighthouse Bank

POSITION DESCRIPTION

Exempt:
Non-Exempt: X

POSITION TITLE:	Client Service Representative I			
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 front line and back office duties, such as but not limited to:
 - Teller Functions
 - Courier Service
 - Scanning & Filing Work/Accounts

Essential Functions and Basic Duties:

- Assist with and develop ongoing training.
- Assist in the development & enhancement of desktop procedures.
- 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.

Preferred Knowledge:

- Cash Handling

Preferred Experience:

- Teller banking experience preferred
- 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

- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables in non-standardized situations
- Ability to apply common sense to carry out instructions and instruct others, interpret documents, understand procedures, write clear and concise reports and communicate effectively with employees and all levels of management.
- Uses fingers and hands to make small movements, e.g. using office equipment such as personal computers, telephones and other office machines.
- Normal talking, hearing and seeing.
- Sedentary work; sits most of the time.
- Works in a typical branch environment.
- Function in a traditional office environment without causing harm to themselves or others;
- Regularly speak and hear up to 8 hours a day;
- May require driving approximately 15% of the time.
- Valid and unrestricted driver's license.
- Get in and out of a car more than 15 times a day;
- Occasionally drive in dry and wet weather, usually during day light hours, but occasionally in the evening hours;
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus;
- 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;
- 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;
- Climb stairs; and
- Occasionally lift and/or move up to twenty five (25) pounds

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 _____