



## BRANCH SERVICE ASSOCIATE I

<b>TITLE:</b> Branch Service Associate I	<b>REPORTS TO:</b> Branch Manager
<b>DEPARTMENT:</b> Retail Operations	<b>FSLA:</b> Non-Exempt
<b>JOB SUMMARY:</b>	
<p>A Branch Service Associate is responsible for providing superior customer service, possessing excellent communications skills, maintaining general math skills, is detail orientated and able to function in a changing environment. Responsible for conducting customer financial transactions including but not limited to check cashing, withdrawals, deposits, opening accounts, referring and cross-selling of products or services and all other tasks as assigned. The Branch Service Associate is responsible for meeting individual sales goals and contributing to the Branch goals.</p>	
<b>EXAMPLES OF KEY DUTIES:</b> <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>	
<ul style="list-style-type: none"><li>➤ Provides exceptional customer service to all bank customers (as defined by the Bank).</li><li>➤ Provides prompt, accurate, and efficient customer transactions; and handles all transactions for customers with discretion and confidentiality.</li><li>➤ Processes a variety of checking, savings and related transactions, i.e. receiving deposits, withdrawals, check cashing, loan payments.</li><li>➤ Accountable for balance of cash drawer(s) at the end of the day. Researches and resolves any balance discrepancies to balance within bank guidelines</li><li>➤ Responsible for addressing and resolving customer inquiries in an efficient and accurate manner.</li><li>➤ Informs customers of new products and services, explaining features and benefits; and cross-sells products and services when appropriate and within scope of responsibility using a needs-based sales approach.</li><li>➤ Open basic accounts</li><li>➤ Follows appropriate bank, regulatory and legal requirements.</li><li>➤ Performs other various duties as assigned.</li></ul>	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



## QUALIFICATIONS:

### Education & Related Experience:

- High school diploma or GED
- 1-3 years customer service experience preferred
- Previous teller or cash handling experience preferred

### Required Skills:

- Basic computer skills (e.g., Microsoft Office, Excel, and Word)
- General math skills
- Attention to detail
- Excellent customer service and communication skills
- Excellent organizational and time management skills
- Ability to work with -currency transactions with high degree of accuracy
- Ability to build strong relationships with customers, teammates, internal departments, and vendors
- Present a professional appearance

## PHYSICAL DEMAND AND EQUIPMENT USED:

- Must be able to sit, walk or stand for extended periods.
- Occasionally lift up to 25 pounds.
- Must be able to travel to branch locations.
- Must be able to travel for business related matters.
- General office environment
- General office equipment

**LAST UPDATED: October 2020**

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