

## Position Description

This position is responsible for supporting various branch locations by performing a variety of customer services.

## Position Accountabilities

- Assist customers by promoting/selling the bank's products and services; including, but not limited to: cross selling products/services to expand customer relationships.
- Handle customer inquiries, including but not limited to, telephone inquiries, research, faxes, producing statement /check copies.
- Adhere to Retail's Service Quality Standards, including, but not limited to, compliance with the bank's dress code and ensuring the teller station is neat and orderly.
- Maintain knowledge of the bank's products/services, pricing, and the bank's customer relationship management software (Anchor).
- Complete all assigned training courses in a timely manner.
- Perform other such duties as assigned.
- Maintain compliance with and adhere to all state and federal regulations and bank policies and procedures, including, but not limited to Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.

## Organizational Relationship

This position reports to the Float Pool Manager.

## Position Qualifications

### Education & Experience

- High school diploma required
- Previous cash handling experience preferred

### Knowledge & Skills

- Ability to successfully complete in-house teller training program or other approved training program
- Customer service skills, including customer confidentiality
- Strong organization skills and attention to details
- Excellent written and oral communication skills
- Excellent computer skills relevant to Microsoft Office Suites (i.e. Word, Excel, Outlook)
- Ability to work all branch hours, including evenings and weekends, during peak seasons (i.e. Summer, Holiday Breaks)
- Must have reliable transportation and the ability to travel to and from all EVB branch locations at any given point throughout the day

## Position Administration – HR Only

Job Code: 148-04

Grade: 04

Range: \$11.08 to \$16.06

FLSA: Non-Exempt