

CUSTOMER SERVICE MANAGER JOB DESCRIPTION

Position Summary:

The Customer Service Manager provides support to the Branch Manager to ensure compliance of all policies and procedures, promote and sell banking products and services, and supervises and supports the staff to deliver excellent customer service.

Duties and Responsibilities Include:

- Ensure all operations and security procedures and policies are followed
- Adhere to Bank's policies and procedures as it relates to BSA/AML and OFAC compliance
- Consistently provide superior customer service
- Supervise Branch staff
- Monitor and control branch cash, including limits and daily balancing
- Prepare cash shipments, order Branch/ATM cash
- Complete monthly branch audits
- Perform ATM balancing/cash replenishment
- Perform all duties associated with opening/closing accounts
- Cross-sell all Bank's products and services
- Assist Branch Manager in obtaining Branch assigned goals
- Scan branch documentation into Jack Henry Synergy
- Confidence to make sound decisions
- Review Branch daily reports as assigned
- Assist Branch Manager in monitoring overdraft and NSF activity
- Ability to resolve customer problems/issues in a timely manner
- Must be a team player that is highly motivated
- Represent the Bank at community events
- Complete all Bank's assigned training courses within the specified time frame
- Responsible for maintaining daily cash drawer
- Accurately process deposits to customer's accounts; includes verification of cash, verification of endorsements and providing customer receipts
- Other duties as assigned

Experience and Sales Skills required:

- 2-4 years related experience
- Strong management and leadership skills

Job Description Customer Service Manager

Jean Phillips



Job Description Customer Service Manager:

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service galaxy They have been well springs of information thinkers and thought starters friends and fellow believers for almost two decades Without the encouragement and inspiration they gave me this book would be much shorter and far less relevant In 1984 my firm presented Herb and Keith with our special Patron Saint Award it doesn't say nearly enough for what they have meant to me personally and through me to the field of customer service management where I disseminate ideas and guidance as an editor and teacher Some years ago the American Management Associations asked me to chair a series of seminars on Customer Service Management in the U S and Canada Through this activity I met many wonderful people who in many cases taught me more than I taught them Career Opportunities in the Automotive Industry G.

Michael Kennedy,2009 Provides details on over seventy specific jobs in the automotive industry and related fields including information about salary skill requirements education advancement and more Strategic Customer Service John

Goodman,2019-02-05 Any organization can win more customers and increase sales if they learn to be more strategic with their customer service When customers complain employees respond The typical service model is riddled with holes What about people and businesses who never speak up but never come back Learn to actively reach out prevent problems and resolve issues in ways that boost loyalty Strategic Customer Service is a data packed roadmap that shows you how This invaluable resource distills decades of research on the impact of great versus mediocre service Complete guidelines and case studies explain how to Gather and analyze customer feedback Empower employees to fix problems Track your impact on revenue Generate sensational word of mouth Tap opportunities to cross sell and up sell Strategic Customer Service draws on over 30 years of research from companies such as 3M GE and Chick Fil A to teach you how to transcend a good business into a profitable word of mouth machine that transforms the bottom line Why settle for passive service Make a business case for ramping up operations and get the tools for making it pay off Transform customer service into a strategic function and reap benefits far exceeding investments **101 Careers in Healthcare Management, Second Edition** Leonard

Friedman,Anthony R. Kovner,2017-10-31 101 Careers in Healthcare Management Second Edition continues to be the only comprehensive guide to careers in health administration ranging from entry level management positions to the most senior executive opportunities The second edition has been updated throughout and includes three new chapters that will assist students and healthcare managers alike Additional content includes a quick historical overview of the field including its growth and transformation essential traits that will prepare a professional for career change and advancement and a call for new leadership competencies which every job candidate should adopt and master in a rapidly adapting industry The book is replete with over 40 new interviews spanning those in entry level positions to CEOs that reflect a greater diversity of careers and demographics in an evolving job market Based on the most current data from the U S Department of Labor and professional societies in healthcare management this guide describes careers in acute and long term care physician practices international and government organizations commercial insurance consulting firms executive search firms pharmaceuticals

and biotechnology medical devices public health organizations information technology and informatics and regulatory agencies In each setting experts explain job responsibilities educational requirements opportunities and cover traditional and nontraditional career pathways Authored by two senior and highly respected leaders in health administration education and written in clear jargon free text the second edition like its predecessor is easy to navigate and now offers even more insider advice for students of healthcare management career changers and those working in the field who are considering career advancement New to this Edition New chapters on A Brief History of Healthcare Management Preparation and Professionalism and Leadership Competencies for an Uncertain Future Over 40 new interviews with healthcare managers who have changed careers or advanced in their professional track

Successful Recruitment Stephen Amos,2020-02-03 Successful Recruitment provides the practical guidance and knowledge needed to recruit the right people avoiding the many pitfalls that can arise in the recruitment process It begins by identifying why recruitment is so often unsuccessful leading to time money and energy being wasted in recruiting people who lack the attributes required to succeed in your organization It then sets out how to put in place an effective recruitment process by Planning the process Laying firm foundations ensuring that job descriptions person specifications and application forms are fit for purpose Ensuring that advertising is targeted to reach the right applicants Sifting and shortlisting to ensure that the right candidates are selected for interview Developing the knowledge skills and processes to ensure that interviews enable you to accurately assess the candidate s ability to do the job Effectively utilizing other assessment methods alongside the interview Concluding the process properly and ensuring that the right candidate is appointed Effectively inducting the successful candidate into your organization The author pays particular attention to the recruitment interview explaining three different approaches to interviewing and the key skills required to conduct an effective interview as well as considers some of the specific issues involved in recruiting internationally The book concludes by considering the future trends and innovations which will affect how recruiting is handled over the next decade

Human Resource Management Jean M. Phillips,2025-01-07 Human Resource Management An Applied Approach is designed to prepare future managers and non managers alike to effectively utilize human resource management strategies to advance their own careers while supporting the growth and development of those they manage

[HR for Small Business For Dummies - UK](#) Marc Bishop,Sharon Crooks,2016-03-14 Your handy authoritative guide to small business HR Packed with practical tips and advice on how to handle tricky people situations in the workplace this friendly guide shows anyone without a ton of HR experience how to correctly and legally utilise HR practises within a small business From hiring to firing managing performance to leading change and everything in between HR For Small Business For Dummies ensures you and your organisation are prepared for whatever may come knocking on your human resource department s door Written by a team of authors that runs PlusHR an organisation that provides outsourced HR services to small and medium sized companies HR For Small Business For Dummies offers a thorough and accessible

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Successful Interviewing and Recruitment Rob Yeung,2010-11-03 Plenty of managers know how to interview but few can interview well Successful Interviewing and Recruitment teaches you how to structure the interview spot exceptional candidates and hire only the best who will add value to your business Guiding you towards questions to ask as well as questions not to ask you will learn how to challenge candidates while treating them fairly so that the best candidates will want to work for you Based on proven techniques this book tells you how to put a candidate at ease helps you to construct competency based questions shows you how to identify liars and helps you to design practical tests to measure candidates abilities Packed with practical information for anyone from the owner of a small company to managing director of an international business it is an indispensable guide that will help you to choose the right person for the job *Organizational Behaviour: A Modern Approach* Kumar Arun & Meenakshi N.,2009-11-01 Organizational Behaviour As A Management Discipline Is A Fascinating Subject And Is Becoming Increasingly Important As People With Diverse Backgrounds And Cultural Values Have To Work Together Effectively And Efficiently This Book Addresses All The Issues That Come In To Play In An Organization In Today S Global Economy It Has A Novel Orientation And Its Primary Aim Is To Let Practitioners And Students Know The Latest And Best Trends In Organizational Behaviour This Book Prescribes Methods To Manage Employees And Suggests That The Management Takes Responsibility For Everything That Might Adversely Affect An Employee S Capacity To Work Creatively And Intelligently Irrespective Of The Place Inside The Organization Or Outside It The Focus Of The Book Is On Holistic Development Of The Individual Peeping Into The Human Mind It Shows How Organizations Can Tap The Passions And Fears Of Their Employees To Make Them More Creative And Productive The Book Prescribes A Democratic And Inclusive Management Style A Special Feature Of This Book Is That There Is An Innovative Integration Of Chapter Objectives And Summaries Leading To Analysis Through Caselets Every Point In The Objectives Has Corresponding Text And Is Supplemented By A Case Going Through This Book Will Be A Personally Fulfilling Experience And Maybe It Succeeds To Make The Readers Better Human Beings Better Teachers Better Friends And May Be Even Better Managers Killer Facebook Ads Marty Weintraub,2011-07-15 Expert Facebook advertising techniques you won t find

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Job Description Customer Service Manager Book Review: Unveiling the Power of Words

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