

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

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M Walker



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