

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

Ying Liu



Job Description Customer Service Manager:

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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

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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

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Commission,1998-07 **Technical Sourcebook for Apparel Designers** Jaeil Lee,Camille Steen,2018-09-06 This book is excellent for training future tech designers on how to develop the tech pack Tameka Ellington Kent State University US Learn technical design processes and industry standards such as ASTM and ISO for apparel production and manufacturing practices With more than 1 100 images and technical packages for 12 apparel products the book explains topics like fabric selection finding seasonal fashion trends garment construction and fit evaluation all so you can cost effectively meet consumer needs You ll learn about product categories including women s wear menswear and knitwear as well as how to create a cost sheet and manage product data to help you develop specification sheets and technical packages for specific markets Human Resource Management Jean Phillips,2021-01-15 Formerly published by Chicago Business Press now

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