

## **First State Bank & Trust**

### **Job Description**

**Job Title:** Customer Service Representative I

**Department:** Retail

**FLSA Status:** Non-Exempt

### **SUMMARY**

Provides the highest level of customer service. Receives and pays out money and maintains accurate records of all transactions. Cashes checks within assigned limits. Accepts savings deposits and withdrawals, verifies signatures, and posts interest and balances as required. Accepts loan and credit card payments. Issues money orders, cashiers', and travelers' checks, and redeems savings bonds. Promotes the Bank's services, answers questions, and refers customers to appropriate departments for specialized services. Practices active clue selling. Ensures adequacy of currency and coin supply. Keeps informed of changes in Bank services or procedures.

Receives checks and pays out money after verification of signatures and customer balances.

Cashes checks and pays out money after verification of signatures and customer balances.

Enters customers' transactions into computer to record transactions, and issues computer generated receipts.

Places holds on accounts for uncollected funds.

Orders daily supply of cash, and counts incoming cash.

Balances currency, coin, and checks in cash drawer at end of shift and compares totaled amounts with data tape.

Explains, promotes, and sells products or services.

Removes deposits from, counts, and balances cash in automated teller machines and night depository.

Accepts loan and credit card payments.

### **EDUCATION and/ or EXPERIENCE**

High school diploma or general education degree (GED); and one to three months' related experience and/or training; or equivalent combination of education and experience.