



Job Opening- Retail Office Supervisor

Basehor, KS

First State Bank & Trust is a community bank with locations in northeast Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. This position is scheduled 8:00am-5:00pm Monday-Friday and 1-2 Saturday's a month. Must have flexibility to occasionally adjust schedule to open at 6:45am or close until 6:15pm, when needed for coverage. Prior teller experience preferred.

SUMMARY Supervises and coordinates activities of the Customer Service Representatives for their Market, including receiving and paying out money, and maintaining accurate records of all transactions. Cashes checks within assigned limits. Accepts savings deposits and withdrawals, verifies signatures, posts interest, and balances as required. Accepts loan and credit card payments. Issues money orders, cashier's checks and issues or redeems savings bonds. Prepares daily settlements of teller cash and proof transactions. Promotes the Bank's services, answers questions, and refers customers to appropriate departments for specialized services. Practices active clue selling for referrals. Ensures adequacy of currency and coin supply. Keeps informed of changes in Bank services or procedures and is responsible for ensuring that Customer Service Representatives are notified of changes, trained in procedures, and follow procedures. Responsible for the day to day operations on the Teller line and is considered an expert who can handle the most complex tasks and accounts.

- **Supervise and Mentor:** Supervise a team of 5 Customer Service Representatives/Tellers with support from Bank Manager, including hiring, termination, job development, performance evaluations, salary recommendations, mentoring, and regular meetings.
- **Scheduling:** Assign schedules to Customer Service Representatives to ensure efficient staffing, customer service, and Retail banking operations.
- **Teller Line Support:** Provide daily coverage on the Teller line, assisting with cash handling and transactions as needed. Responds to customer complaints.
- **Training:** Ensure Customer Service Representatives are trained in customer service, security, policies, and procedures. Regularly provide feedback and review for updates and maintenance of the Retail Manual sections for Customer Service Representatives.
- **ATM & Cash Management:** Manage the ATM(s), ensure adequate supply of money and coinage, and ensure compliance with legal requirements.

- **Customer Services:** Provide support for safe deposit vault admissions, monitor security procedures, and oversee vault functions. May provide new account, account, and consumer lending services as needed to support the location.
- **Continuous Improvement:** Study and recommend improvements to enhance the efficiency of customer service procedures and ensure harmony within the Retail team.
- **Reporting and Compliance:** Consolidates and balances daily transactions. Manages cash and teller offages including research and monthly reporting. Responsible for managing Reg CC holds for Market Customer Service Representatives and ensuring all holds placed are done correctly. Responsible for security training and alarm testing for the Market.

Please e-mail your resume and interest to kathy@firststateks.com, apply on-line, or pick up an Application at any of our locations.

Equal Opportunity Employer