

Customer Service Manager

GRADE	DEPARTMENT	JOB CLASSIFICATION	EEOC CATEGORY
9	Branch	Exempt	First/Mid Level Officials and Managers

Role

Maintains superior level of customer service within the branch. Assists in the control of bank assets and oversees operational functions of the branch. Coordinates the training of staff and provides motivation in successful cross-selling. Ensures customers are promptly and professionally served. Ensures the branch and proximity is clean, orderly, safe and well-maintained. Ensures established policies and procedures are followed.

Major Duties and Responsibilities

Weight	Function	Essential?
1. 30%	Manages direct reports to maximize productivity, efficiency and the potential of the branch staff, including hiring, directing job assignments, monitoring staff performance, coaching, counseling, training, evaluating performance and providing recommendations for staff compensation, promotion and termination, as appropriate.	✓
2. 20%	Responsible for personal and branch customer service and sales expectations. Supports the development of account relationships with customers. Participates in personal calls/visits, assessing needs and offering products and services to meet those needs.	✓
3. 10%	Manages operations activities within the branch including teller overrides, approvals and reviews. Reviews and prepares various reports and certifications that apprise management of the status of branch activities. Ensures customers' requests and questions are promptly resolved. Handles customers' complaints.	✓
4. 10%	Opens various new accounts including, but not limited to, checking, savings, certificates, and consumer loans. Educates the customers as to services/products available as a result. Assists with a wide variety of customer services including safe deposit boxes, online banking, mobile banking, debit cards, wires, resolving fraud issues, closing accounts and other account maintenance.	✓
5. 10%	Ensures personnel are well-trained in all phases of their respective positions. Actively participates in cross-training personnel to ensure staff is kept abreast of all policies, procedures, regulations, products and services.	✓
6. 10%	Demonstrates efficiency with financial transactions for checking, savings and borrowing customers; receives funds, posts transactions and pays out funds as requested. Verbally confirms intended transactions with customers to assure needs are met and minimize customer issues. Researches, troubleshoots and resolves customer and internal inquires.	✓
7. 5%	Assists the Branch Manager in lending and business development efforts by providing support as needed. Represents the bank in various civic and community functions to enhance its image and develop new business.	✓

Weight	Function	Essential?
8. 5%	Manages branch budget and efficiencies by maximizing fee income and controlling costs, including establishing employee schedules that correspond to customer needs and branch traffic.	✓
9. —	Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.	✓

Knowledge & Skills

Experience

Five years of combined experience as both a teller and a personal banker, or similar or related experience at another financial institution, is required. Must possess previous experience managing people or demonstrate the ability to do so. Customer service experience is required. Sales experience is strongly preferred.

Education/Certifications/Licenses

High school degree or GED is required. Continuing education in the form of bank training programs is required. Certification as a Universal Banker is preferred.

Interpersonal Skills

Courtesy, tact and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving and obtaining information.

Other Skills

Proficiency in Microsoft Office suite (Word, Excel, Outlook) is required.

ADA Requirements

Physical Requirements

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 20 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of travel by automobile (as driver and

passenger), commercial airlines, rental vehicles and public transportation and be able to lodge in public facilities. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled private office with minimal noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently and work effectively either on own or as part of a team. Must be able to plan and direct the work activities of self and others. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic mathematical calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Acknowledgement

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

Mohave State Bank is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

Authorized Representative

Date

Employee

Date