**Job Description**

**Position: Consumer Banking Assistant**

**Reports To: Branch Manager**

**Supervises: N/A**

**FLSA Status: Non-Exempt**

**Revised: August 2019**

**Mission**

Dedicated to creating fantastic experiences and providing financial peace of mind.

**Vision**

We will be the bank of choice by:

* Committing to our communities
* Empowering our employees
* Investing in technology

**Position Summary:**

Under Direction of the Branch Manager, the Consumer Banking Assistant is responsible for assisting customers in the full range of consumer account questions, operations, processes, and transactions.

**Primary Responsibilities and Accountabilities:**

* Creates a fantastic customer service experience through assisting customers with a full range of assistance pertaining to the opening and closing of accounts, questions on accounts, and all correspondence of issues and concerns on customer accounts.
* Responsible for the satisfaction and education of customers in all aspects of their checking, savings, CD, IRA, HSA and other accounts, online banking, loan correspondence, contacting of account concerns, and customer services.
* Assists location tellers with day-to-day transactions and customer inquiries, as necessary, increasing location productivity and customer satisfaction.
* Maintain customer relations and comfort through constant contact and security with account information, concerns, and other correspondence.
* Develop knowledge of Bank products and services.
* Perform all duties related to cross-selling products and services as necessary.

**Secondary Responsibilities and Accountabilities:**

* Participate in branch related projects as assigned by the Branch Manager or Officer.
* Assist in the displays, organization, cleanliness, and facilities management of the building if necessary for business operations and customer satisfaction.
* Perform other duties as requested or assigned.

**Key Contacts:**

**Internal:**

* Tellers
* Assistant Branch Manager
* New London departments of customer necessity

**External:**

* Customers

**Education, Experience, and Skills:**

* High School Diploma or equivalent
* 3-5 years bank teller experience, relevant customer service experience, or equivalent education of banking and customer service policies and procedures
* Proficient computer skills and experience with Microsoft Excel, Word, and other products
* Strong communication skills as evident by ability to interact face-to-face, over the telephone, via email, and written communications to coworkers and customers
* Successful accomplishment of the specified performance objectives as outlined for the job by the department and/or Bank management, as applicable to the CBA position
* Ability to manage multiple tasks simultaneously in a fast paced environment
* Attention to Detail, General Math Skills, Integrity, Customer Service Skills, Thoroughness, Documentation Skills

**Competencies:**

* Customer Service/Relationship Building
* Efficiency
* Accuracy
* Deposit Product Knowledge Expert
* Flexibility

**Contextual Information:**

* This position is located at any of our First State Bank locations, and requires some travel to other branches when requested or assigned.
* Employee lifts coin bags that are up to 50 lbs
* Employee uses basic office equipment and computer software including but not limited to desktop computer, printer, copy machine, fax machine, scanner, calculator, telephone and voicemail, banking software, Microsoft Office Suite software, and scanning software.
* Employee uses equipment such as cash counter, coin machine, and vault
* Employee spends approximately 90% of shift on his/her feet

**Reviewed By:**

Supervisor Name Supervisor Signature Date

Incumbent Name Incumbent Signature Date