



## JOB POSTING MEMORANDUM

DATE: July 8, 2021

The position listed below is a job vacancy open to external applicants. If you wish to apply for the position and you meet the qualifications as described, complete an application. **Send the completed application to Shelby County State Bank Human Resources (Joan Gubbels) within the timeframe noted below.**

POSITION TITLE: Floating Customer Service Representative (CSR)

DEPARTMENT OR BRANCH LOCATION: Shelby County State Bank

DESCRIPTION OF FUNCTION: See attached job description

**DEADLINE: July 23, 2021**

**Send completed application to Joan Gubbels. Your application must be received by the deadline shown above.**

A copy of the job description follows for your reference only. It is not necessary to return a signed copy with the Application.

If you have any questions concerning this opening, please feel free to call Human Resources.



## Job Description for Posting

**Job Title:** Floating Customer Service Representative (CSR)  
**Department:** Retail  
**Reports To:** Sr. Vice President, Retail  
**FLSA Status:** Non-Exempt  
**Prepared By:** Sr. Vice President, Retail  
**Prepared Date:** July 2021

### SUMMARY:

Develop and enhance banking relationships by serving our existing customers on the front line in a friendly, efficient, and accurate manner. Must have a general understanding of our products and services to best service our customers on the front-line. CSR's are also responsible for enhancing relationships by offering product/service solutions to fit our customers' needs. **This CSR will travel to all eight of our branches to cover staff absences.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Flexibility is crucial in this role. Hours/shifts will differ based on branch location and staffing needs. Schedules can change from day to day.
- Greet all customers in person and on the phone in a warm and friendly manner.
- Conduct daily teller work duties including but not limited to: deposits, withdrawals, balancing of one's teller drawer, customer inquiries, transfers, and safe deposit box entry and exit.
- Counsel new customers to choose appropriate products.
- Answer customer questions and resolve customer problems expediently and empathetically.
- Cross-sell products and services to customers appropriately – those customers who have displayed or expressed a need for a particular product or service.
- Use computer programs such as MS Office suite of products and Customer Information System.
- Conduct branch specific daily transaction scanning, transmitting, and monitoring in an efficient and accurate manner.
- Create an atmosphere of teamwork by helping coworkers to promote a positive and fun working environment.
- Attend all training, including product, compliance and customer service, as determined by manager.
- Participate in community events to promote the welfare of the county and create a favorable reflection on the bank.

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- Understand and adhere to all Bank policy, procedures, laws and regulations applicable to this role. Complete compliance training; follow internal processes and controls as required.

### **SUPERVISORY RESPONSIBILITIES**

This position will have no supervisory responsibilities

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

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

Must have keyboarding and 10-key typing skills. Computer and data processing literacy preferred, including experience with Microsoft Office programs. Mathematical, organizational, and professional verbal/written communication skills required.

### **LANGUAGE SKILLS**

Ability to communicate professionally and distinctly to the general public and other coworkers. Ability to read and interpret general business periodicals.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, decimals, and basic algebra.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid driver's license is required for travel to Bank offices, training sessions, customer meetings, Bank and community meetings, etc. Ability to speak a foreign language helpful but not required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; use hands to finger, handle, or feel;

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and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, or crouch. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and depth perception.

Must be willing to travel to all of SCSB's eight locations; this staff member is a floating CSR that covers absences in our branch locations. Must be willing to work on a Saturday rotation in addition to regular 7:15 a.m. – 5:30 p.m. schedule.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

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The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of any employee under his/her supervision. I further understand that employment is at the will of the employer and either the employer or the employee may at any time terminate the employment with or without cause. I further understand that no representations, promises or commitments made by supervisors or other company representatives relating to this position or duration of employment are binding on the company.

**Acknowledgement:**

I have read and I understand this job description. I confirm that I can perform the duties as stated for this position. (If applicable) I request an accommodation to enable me to perform the function of. \_\_\_\_\_.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

***Job Description subject to change at any time at the discretion of management***

