



JOB DESCRIPTION

JOB TITLE: Floating CSR

POSTING DATE: 4/21/2021

SUMMARY: This position is responsible for opening a variety of new accounts for customers including checking, IRA, CD and others; collecting required information from new account customers and completing account set up process including data input, verifying references, and documentation; providing information and answering questions regarding interest rates, fees, and bank policies; completing process to transfer accounts for customers, if needed; making appropriate referrals to cross-sell a variety of bank services; providing support to all assigned areas of branch operations where service or assistance is needed, including the teller-line, ATM management and vault duties.

QUALIFICATIONS:

- High school diploma or general education degree two years of related experience and/or training.
- Work related experience should consist of banking customer service.
- Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Strong skills in keyboarding and personal computer operation; word processing and spreadsheet software.
- Ability to work independently and as a team member.
- Ability to multi-task and strong attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Basic math skills; calculate interest and balance accounts; add, subtract, multiply and divide. Locate routine mathematical errors; count currency, coin and negotiable instruments in a timely manner.
- Effective verbal, written and interpersonal communication skills with the ability to apply good judgement to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to actively engage in necessary communications with both internal and external customers.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand, walk, sit and utilize hand and finger dexterity.
- Occasionally required to lift up to 25 pounds.
- Mobility sufficient to perform activities required of position, including travel to Branch locations.

Please email resume or completed application to HR@queenstownbank.com.

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