



*Savings Bank*  
OF MENDOCINO COUNTY  
Member FDIC

## **Job Description**

**Job Title: Customer Service Manager**

**Department: Branch Assigned**

**Reports To: Branch Manager at Designated Branch**

**Salary Grade/Salary Range: 9 (\$18.54/hr to \$29.61/hr)**

**Revision Date: 5/15/2015**

### **Position Summary**

Under the direction of the Branch Manager, responsible for the efficient operation of the assigned branch location. Ensure that physical security procedures are followed at all times and that any security related concerns are promptly reported to the Security Officer and to Branch Manager. Responsible for managing all staff and ensuring each branch function is performed with accuracy, proper security, and in compliance with the Bank's standards and Federal and/or State laws and regulations. Promote a positive, enthusiastic work environment and encourage harmonious work relationships. Provide excellent customer service, adhering to the Bank's standards, both internally and with customers and non-customers alike. Maintain satisfactory audits. Encourage staff to develop and apply new skills in order to contribute to smooth operations within the branch and to promote long term career development. Maintain an active and positive presence in the community. This is an exempt position.

### **Essential Duties and Responsibilities**

- Regular and predictable attendance and punctuality
- Communicate regularly with manager regarding branch operations, including performance issues and customer concerns
- Open and close the branch
- Supervise branch staff to provide excellent customer service and accuracy in their work
- Write and deliver quarterly coachings, counselings and performance reviews in a timely manner, and recommend promotions and other salary actions, based on bank guidelines

- Provide staff with sufficient training, including regulatory training to: meet job requirements; develop essential skills to satisfy branch needs; and meet individual career goals through cross training and delegation
- Schedule staff lunches, breaks, vacation and other time away for optimum customer service
- Complete daily attendance sheet and daily EmpowerTime entry by established deadlines
- Function as the branch Bank Secrecy Act Officer and complete daily BSA responsibilities, including review and reporting
- Function as the branch Reg CC Officer and complete daily Reg CC responsibilities, including review and reporting
- Hold regular staff meetings, at least monthly
- Maintain the knowledge of and the ability to function as a CSR and NAR for all types of transactions and accounts, and in other capacities within the branch, as needed, in order to meet customer demand
- Ensure that personal work and that of staff is completed accurately and that timelines are met within the branch and for other departments
- Complete risk management tasks for areas of responsibility or as assigned, including but not limited to: ensuring that published policies and procedures are kept up to date; required risk assessments are completed and re-visited at appropriate intervals; all vendor management due diligence and monitoring is completed for assigned new and existing vendors, as applicable
- Work with the Relationship Banking Officer to promote the Bank and bring in new customers
- Resolve customer complaints promptly and satisfactorily
- Other duties as assigned

### **Qualification Requirements**

- To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed 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.
- Flexibility with hours and days, as applicable to Branch.
- Excellent customer service skills and the ability to promote and maintain the Bank's customer service standards.
- Strong verbal and written communication skills.
- Excellent attendance record.
- Ability to maintain customer and employee confidentiality.

**Education and/or Experience Requirements**

High School diploma or General Education Degree (GED) required.

Minimum of three years branch banking experience required, specifically in CSR and New Account operations.

Minimum of two years supervisory experience required in banking or a similar business environment that included scheduling, coaching, counseling and writing performance reviews.

**Minimum Typing Speed Required**

25 wpm or higher keyboarding speed and familiarity with 10-key pad.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums. Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with fellow employees, customers, vendors and management.

Must possess the ability to speak clearly so others can understand.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

Bi-lingual skills desirable.

**Mathematical Skills**

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

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **Other Skills and Abilities**

Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking related software, preferred.

Evaluating Information to Determine Compliance with Standards- using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.

Working directly with public- ability to deal directly, face-to-face and on the phone with the public, following the Bank's Customer Service Standards.

Establishing and Maintaining Interpersonal Relationships-Developing constructive and cooperative working relationships with others and maintaining them over time.

### **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 stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 5-10 pounds and occasionally lift and/or move 10-20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

**Acknowledgment:**

*I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.*

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**Employee Signature**

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**Date**

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**Supervisor Signature**

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**Date**