

## Job Description

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**Job Title:** Banking Specialist II

**Department:** Aspen Branch

**Reports To:** Aspen Deposit Operations Leader

**Salary Range:** \$38,250 – \$51,750

**Date:** 07/2020

### Position Summary

This position is responsible for providing quality customer service in processing customer transactions. Quality customer service includes accurate, efficient, courteous, and friendly transaction processing and cash handling. Adequate product knowledge is necessary to refer sales leads and to problem solve on an on-going basis.

### Essential Duties and Responsibilities

- Provide quality customer service promptly and courteously at all times.
- Process teller transactions accurately and efficiently.
- Meet the required standards established for cash handling and cash disbursement.
- Oversees teller activities in compliance with Bank policies.
- Assist with out of balance research, train and coach tellers in the branch as needed.
- Process consumer loan request from customers.
- Determine the customers' needs, offer Solutions to meet those needs and problem solve on an on-going basis.
- Open New Accounts and assist customers with queries concerning bank services.
- Performs various clerical duties related to lending such as filing/scanning loan papers and verifying collateral insurance and lien filings.
- Follow established audit, security and compliance guidelines.
- Perform various other duties as required by management.
- Duties to be expanded on as experience and professional goals are achieved.

### Knowledge, Skills and Abilities

- Minimum of three years banking experience in either the operations or loan area or both.
- Knowledge of banking services and products to offer solutions to meet the customers' needs.
- Knowledge of BSA laws/regulations regarding the collection/reporting of customers' information.
- Excellent cash handling skills – speed and accuracy in the counting of money.
- General working knowledge of the compliance laws/regulations regarding deposit/ loan accounts.
- Ability to use various office equipment, including but not limited to computer, typewriter, check protector, encoding machine, adding machine, coin and currency counters, etc.
- Ability to work as a team member and demonstrate initiative.
- Ability to stand for long periods of time and to be able to move to various locations promptly.
- Ability to lift coin boxes (approx. 50 lbs)

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_