

Job Description

Job Title: Banking Specialist I

Department: Aspen Branch

Reports To: Aspen Deposit Operations Leader

Salary Range: \$29,988 - \$40,572

Date: 12/2020

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 at all times.
- Meet the required standards established for cash handling and cash disbursement.
- Efficiently process transactions in a timely, accurate manner.
- Possess knowledge of bank's products and services and actively cross-sell services to customers at the teller window consistent with the bank's sales culture.
- Follow established audit, security and compliance for policies.
- Perform various other duties as required by management.

Knowledge, Skills and Abilities

- Knowledge of banking services and products to offer solutions to meet the customers' needs.
- Knowledge of BSA laws/regulations.
- General working knowledge of the compliance laws/regulation regarding deposit/loan accounts.
- Knowledge of CTR to obtain necessary customer information.
- Knowledge of Bank data processing system and loan and deposit software platforms.
- Proficient in computer software programs including Excel, Word, Power Point and Publisher.
- Ability to work on a computer for extended hours at a time.
- Ability to stand or sit for long periods of time and to be able to move to various locations promptly.
- Excellent oral and written communication skills.
- Ability to interact comfortably with customers.
- Detail oriented and extremely organized.
- Demonstrate initiative and strong motivation for success.
- Team player with a strong, team-focused attitude.
- Ability to lift coin boxes (approx. 50 lbs.)

Signature: _____

Date: _____