Position Title: Customer Service Representative III
Department: Retail
Status: Non-Exempt
Level: V

Basic Function:
Process complete range of Branch Operation functions while providing superior Customer Service. The incumbent to this position may also be charged with decision making and managing the branch in the event of a temporary absence of the Management staff.

Essential Duties:

- Accurately process various transactions, including but not limited to:
  - Deposits, withdrawals, transfers, loan payments, issue money orders and Treasurer's Checks, redeem US Savings Bonds
  - Answer complex customer queries
  - Handle cash and run/balance a cashbox
  - Use, balance and maintain TCR (Cash Recycler)
- Achieve Branch goals through sales, referrals, and retention of account relationships and excellent customer service
- Identify customer needs and effectively sell and cross-sell products and services through communicating ideas, suggestions and solutions
  - Ability to open all deposit accounts
  - Ability to take Residential and Consumer Loan applications (NMLS Certification required)
  - Obtain Notary Public
- Comply with all regulatory requirements, including accurate completion of CTR’s
- Effectively work in a team environment with emphasis on contributing to the successful execution of a Branch Business plan
- Refer customers to Bank employees who specialize in the type of problem or query they present (Mortgage Loan Originator, Commercial Loan Officer, etc.)
- Comply with established policies, procedures and work ethics
- Perform other duties as assigned
- Participate in Community Events
- Ability to balance Vault, ATM, and Branch
- May be assigned as the Branch Operations designee
  - Responsible for supervising staff and daily Branch Operations
  - Assist with coaching and mentoring of staff members to attain their highest potential in Customer Service and Operational skills
Skills:

- Prior Retail Banking experience and knowledge of Branch Operations preferred
- Some supervisory experience is preferred
- Effective listener and communicator
- Ability to problem-solve and make sound decisions, following bank guidelines
- Ability to handle money and recall details of transaction services
- Ability to precisely follow policies and procedures and seek out assistance as needed

Training:

- At least 2 years of college or higher education completed or equivalent work experience
  - 2-3 years in a Customer Service/Sales role
- Professional Teller Certificate (CFT)
- TSB Training
  - Mortgage Certification
    - Residential Lending (CFT)
    - Training with TSB Residential Lending Team

- Competencies Required:
  - Customer Focus
  - Results Oriented
  - Adaptability
  - Collaboration
  - Communication
  - Composure
  - Innovation
  - Self-Development

Equipment and Software:

Ability to operate personal computer, teller terminal, calculator, telephone, fax machine, photocopier, various printers, currently used bank hardware and software.

Physical Qualifications:

Intellectual capacity sufficient to

- Ability to come to work
- Read or hear and comprehend specialized text
- Compose written reports and other documentation on specialized subjects

Communications skills:
- Understand, speak and read English
- Communicate or present written and oral materials in an understandable way

Physical capabilities:

- Ability to extend one’s arm(s) in any direction
- Constant close visual and mental attention required for job
- Ability to manipulate small objects precisely by whatever means
- Ability to express or exchange ideas by means of the spoken word, both speak and hear
- Ability to be subject to substantial repetitive motions of the body or its parts
- Ability to lift up to 10 pounds occasionally and or a negligible amount of lifting frequently or constantly to move objects
- Ability to sit, stand, or remain in one position for long periods of time

This description covers major duties performed but is not intended to be all inclusive. Additional duties may be performed that would not alter the rating of the job. Job descriptions and duties may be modified when deemed appropriate by management.

_Torrington Savings Bank is an equal opportunity employer and a drug free workplace. AA/M/W/D/V_