Position Title: Customer Service Representative I
Department: Retail
Status: Non-Exempt
Level: II

Function: Process various teller transactions accurately and efficiently while servicing customers in a friendly and professional manner. Provide excellent customer service by executing most aspects of bank operations and a variety of customer service functions.

Essential Duties:

- Accurately process various teller transactions, including but not limited to:
  - Deposits, withdrawals, transfers, loan payments, issue money orders and Treasurer’s Checks, redeem US Savings Bonds
  - Answer basic customer queries
  - Handle cash and run/balance a cashbox
  - Use TCR (Cash Recycler)
- Comply with all regulatory requirements, including accurate completion of CTR’s
- Effectively work in a team environment
- Gain knowledge of Bank’s products and services in order to offer appropriate products and services to customers therefore assisting in branch goal achievement
- 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

Marginal Duties:

- Ability to balance Vault & ATM
- Ability to open basic deposit accounts

Skills:

- Effective listener and communication skills
- Ability to problem-solve.
- Ability to handle money and ability to remember details of transaction services
- Ability to follow policies and procedures up to the tiniest detail and seek out assistance as needed.
Training:

- High School graduate or 1 year job experience in customer service preferred.
- Principles of Banking (CFT)
- Teller Operations (CFT)

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

**Physical Demands/Conditions**
- Bank environment; teller window; standing majority of day. Some sitting, reaching. May carry/lift coin bags.

**Equipment used:**
- Personal computer, telephone, cash and coin counting machines, adding machine, check scanning machine.

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*