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**NE0001RT**

**GRADE 4**

**Title:** Customer Service Associate

**Reports To**: Branch Manager

**Status:** Full Time  Part Time

Exempt  Non-Exempt

**Basic Functions:**

Process a variety of transactions in a friendly, efficient and accurate manner. Assist customers with questions and provide answers or solutions. Communicate effectively with customers and bank staff in person, through the drive-up and over the phone. Understand and discuss with customers the features of Hickory Point Bank’s loan and deposit products and bank services, and make referrals to Relationship Bankers or appropriate bank personnel. Perform individual cash drawer and vault audits in accordance with Hickory Point Bank’s guidelines.

**Essential Job Duties:**

* + Process deposits, withdrawals, loan payments and other. transactions
  + Perform individual cash drawer and vault audits
  + Greet each customer in a friendly manner
  + Cross sell loan and deposit products and bank services to current customers and noncustomers
  + Identify and refer potential clients to the Loan, Ag, Trust, Commercial and Investment Departments
  + Handle customer concerns and questions in a professional, timely manner
* Conduct all duties in compliance with applicable laws, regulations, and Bank policies and procedures

**Knowledge, Skills and Abilities:**

* Excellent customer service skills
* Ability to follow procedures
* Work with computers at the intermediate or expert level
* Ability to multi-task
* Oral and written communication skills
* Problem solving skills
* Willingness and ability to meet individual and department goals

**Training and Experience:**

* + High School Diploma or GED equivalent
  + Customer service
  + Cash handling
  + Sales

**Position Requirements:**

* + Outgoing and enthusiastic personality
  + Ability to handle money comfortably
  + Accuracy and attention to detail
  + Knowledge of window based programs and computer keyboard
  + Strong communication skills
  + Enjoy working with the public
  + Confidential, high degree of integrity
  + Professional attitude and dress
  + Ability to work banking center hours of operation
  + Bending, lifting, standing
  + Willingness to accept ongoing projects as necessary

Updated: 6/24/2021