Midstates Bank

Customer Service Representative 1

**Location:** Harlan  **Job Status:** Full-time

**FLSA Status:** Non-exempt **Reports To:** Convenience Banking Manager

**Amount of Travel Required:** Minimal between locations if necessary

**Positions Supervised:** None

**Work Schedule:** M-F: 8:00am – 5:00 pm, Friday night & Saturday morning rotations

**Job Purpose:**

Under general supervision, and in compliance with established policies and procedures, this position performs a broad variety of customer services and cross-selling of bank products and services. The CSR will perform assigned duties in accordance to Midstates Bank’s Core Values for Customer Service and will adhere to the Quality Service Standards.

**Essential Functions:**

Provides account services to customers by receiving deposits; cashing checks, issuing savings withdrawals; processing night and mail deposits; selling cashier’s checks, and money orders; selling and redeeming US savings bonds. Includes handling inquiries and problem solving for customers.

Records transactions by logging cashier’s checks, and other special services; obtains the necessary information to complete currency transaction reports.

Uses bank products/services (online/mobile banking, etc.) and can cross-sell bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers’ needs; directing customers to a branch representative.

Completes special requests by closing accounts; taking orders for checks; providing special statements, copies, faxes, and referrals; completing safe-deposit box procedures.

Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; turning in excess cash and mutilated currency to teller manager; maintaining supply of cash and currency.

Complies with bank operations and security procedures by participating in all dual-control functions; assisting in certification of proof.

Maintains customer confidence and protects bank operations by keeping information confidential.

Contributes to team effort by accomplishing related results as needed.

Participate in civic activities to promote growth and development of the community and a positive image for the bank.

**Skills/Qualifications:** Customer Service, Attention to Detail, General Math Skills, Positive Verbal Communication, Problem Solving Skills, Integrity, Selling to Customer Needs, People Skills, Microsoft Windows and Office, Jack Henry CIF 20/20 software.

**Education:** HS Diploma or equivalent

**Experience:** Cash handling experience; customer service experience

Midstates Bank has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.