

Prospect Bank Teller/Customer Service Representative Job Description

Job Title: Teller/Customer Service Rep
Reports To: Senior Vice President Retail
Prepared By: Administrative Services

Region: 11-Homer
FLSA Status: Non-Exempt
Prepared Date: 3/18/2025

Summary: The Teller presents a professional image of Prospect Bank to customers and requires a friendly personality, general knowledge of banking services and skills in all phases of teller operations. This role requires independent judgment with minimum supervision and the ability to work under pressure during peak times while maintaining speed and accuracy. The Customer Service Rep. is responsible for performing duties related to opening new accounts. This position assists customers in their selection of various accounts and financial services; cross-selling the Bank's products and services; opening, maintaining and closing of all account types; performing branch clerical duties; promoting business for the Bank by maintaining good customer relations.

Essential Duties and Responsibilities:

- Complete customer window transactions for Checking & Savings accounts
- Cash checks, money orders, and other negotiable items
- Issue Cashiers Checks
- Redeem Savings Bonds
- Process Cash Advances
- Accept Loan Payments, Utility Bill Payments, and Safe Deposit Box Rent
- Help customers into their Safe Deposit Boxes and complete monthly billing
- Account Holds
- Process Currency Transaction Reports
- Close accounts, process address changes, stop payments, check orders, & snapshot statements
- Process Payments For License Plate Sticker Renewals
- Process Night Drop and Mail-In deposits
- Process Lock Box deposits and complete monthly billing
- Wrap Coin
- Review overdraft list daily
- Review daily reports as directed by supervisor
- Answer customer questions, in person and over the phone
- Keep money level maintained; count and band money when needed
- Process necessary paperwork for the opening of new accounts and changes to existing accounts
- Cross-sell bank products and services based on customer needs
- Assist customers with routine account-related requests, such as funds transfers, stop payments, ATM & Debit Card inquiries, check orders, address changes, inquiries about products and service charges
- Research and resolve customer problems, acting as the customer liaison between other bank departments when necessary
- Maintain close relationships with customers to better serve their needs
- Contact customers to obtain necessary documentation or signatures
- Fulfills duties, projects or processes as assigned by supervisor

Supervisory Responsibilities: No supervisory responsibility

Qualifications: High School Diploma or GED