

Prospect Bank Customer Service Manager Job Description

Job Title: Customer Service Manager

Region: All

Reports To: Senior VP of Retail/Branch Manager

FLSA Status: Non-Exempt

Prepared By: Administrative Services

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Summary: The Customer Service Manager is responsible for assisting the Senior Vice President of Retail/Branch Manager in daily oversight of branch staff, operations and customers. This person should be a professional leader who is eager to learn and develop skills to grow into future roles. This role should support branch growth by expanding customer relationships. The Customer Service Manager must be able to function in all branch roles including but not limited to Teller and Universal Banker.

Essential Duties and Responsibilities:

- Explain and promote all Bank products and services
- Utilize REV to review existing relationships and capture customer opportunities
- Actively seek new customer relationships
- Process wire transfers
- Function as branch Teller when necessary – See Teller job description for duties and responsibilities
- Function as branch Universal Banker when necessary – See Universal Banker job description for duties and responsibilities
- Oversee branch vault cash levels and ensure sufficient branch cash orders are submitted timely (orders submitted thru Fed or correspondent branch depending upon location)
- Review branch reports
- Provide supervisor level approvals
- Ensure branch regulatory compliance
- Manage branch supplies
- Any other duties or projects as assigned

Supervisory Responsibilities: Universal Banker, Teller

Qualifications: Associate's degree; or one to two years related experience and/or training; or equivalent combination of education and experience