Golden Valley BANK

JOB DESCRIPTION

CLIENT SERVICES REPRESENTATIVE			
CLASSIFICATION	***FLSA STATUS***	***DEPARTMENT***	***SALARY GRADE***
Full-Time	Nonexempt	Branch Operations	2

❖ POSITION OVERVIEW

Promote a positive and professional image of the Bank by providing fast, courteous and efficient customer service while processing customer transactions in a confidential and accurate manner.

❖ ESSENTIAL FUNCTIONS

1. Receive business and individual deposits; verify cash and endorsements, including receipts.
2. Accept checks for cashing or paying, verify endorsements, validity and funds, and make change.
3. Receive payments for VISA accounts.
4. Accept check orders, verifying information is accurate.
5. Receive bonds for payment.
6. Issue cashier's checks and other products offered by the Bank.
7. Process the following:
    a. Daily audit of new accounts, safe deposit boxes, and superseded accounts;
    b. Night drop, courier and mail deposits;
    c. Incoming and outgoing wire transfers;
    d. Loan payments;
    e. Branch cash balancing;
    f. Transfers;
    g. Certifications;
    h. ATM Balancing and processing deposits;
    i. Assist in cash preparing shipments;
    j. Ordering and shipping foreign currency;
    k. Return mail processing; and
    l. Buy and sell cash.
8. Keep cash secure and maintains a high level of safety for the Bank; follow all security procedures in handling cash and negotiable items.
9. Maintain proper level of cash in cash drawer.
10. Balance cash drawer daily.
11. Interview customers to determine needs, cross sell or refer customers to other bank officers as appropriate.

12. Respond to customer inquiries in person, by telephone and from other branches and departments; recognize the opportunity to cross-sell Bank products and services as appropriate.
13. Represent Golden Valley Bank with a high level of integrity and professionalism.
14. Adhere to the Bank's policies and support Management decisions and goals in a positive, professional manner.

❖ ADDITIONAL RESPONSIBILITIES

1. Assist in the training of new Client Services Representatives as requested.
2. Receive business deposits and bank related paperwork while on courier route (as needed).
    a. Track daily courier route
    b. Track and report daily mileage
    c. Process courier
3. Assist with Branch Capture as required.
4. FISERV token if required for debit cards.
5. Act as New Accounts back-up as needed.
6. Perform other duties as assigned.

❖ INTERACTION AND ENVIRONMENT

Reports To: Client Services Manager

Work areas are inside, in a climate-controlled environment, with light to moderate background noise. Position may involve exposure to potential hazardous conditions (e.g., robbery).

❖ MATERIAL AND EQUIPMENT USED:

Computer	Fax Machine	Copier	Vehicle
E-Mail	Telephone	Voice Mail	
Currency Counter	Ten-Key/Calculator	General Office Supplies	

❖ PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Sitting/Mobility: Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is split completing the courier route (approximately 20%) and moving around work areas (approximately 10%).

Communication: Ability to effectively communicate with customers, co-workers and outside agencies, by telephone and in person.

Vision: Ability to effectively use a computer screen and interpret printed materials, memos and other appropriate paperwork.

Lifting/Carrying: Ability to transport files, coins, and office supplies.

Stooping/Kneeling: Ability to access files/stock supplies in low cabinets and shelves.

Reaching/Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment and supplies.

❖ PROFICIENCIES

1. Good written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
2. Basic word processing and computer database skills with knowledge of Microsoft Office applications.
3. Solid understanding of computer transactions needed to perform operational tasks, with the ability to read histories and interpret account activity.
4. Ability to maintain a high degree of accuracy in handling cash, balancing cash drawer and recording daily transactions.
5. Excellent customer service skills.
6. Effective interpersonal skills with the ability to work with individuals and groups at all organization levels; ability to work independently and as part of a team.
7. Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
8. Ability to maintain confidentiality of sensitive information.
9. Possess a work ethic that includes neatness and punctuality.

❖ EDUCATION AND EXPERIENCE

1. High school diploma or equivalent.
2. Previous cash handling and/or customer service experience.
3. Must possess a valid California State driver's license.
4. Must be bondable.

❖ ACKNOWLEDGEMENT

I have received and reviewed a copy of the Client Services Representative job description. I understand that this job description is not a contract of employment and in no way changes the at-will nature of my employment relationship with Golden Valley Bank, under which either Golden Valley Bank or I can terminate the employment relationship at any time, with or without cause or notice.

_____ _____

Signature of Employee Date

_____ _____

Signature of Supervisor Date