

CUSTOMER SERVICE REPRESENTATIVE (CSR) I

FNB Germantown Job Description

2021

Position Summary

If you build it, they will come...and we're building it. So, this job may not be for you unless you are excited about the possibilities to join us in making a difference, every day, in every way. The best thing about our FNB Family is we live and breathe our values and passion for making a difference in the lives of our customers, our community, and our bank. As we continue to build our amazing team, we are looking for people who embrace our Mission to WOW Every Customer. Every Time. Whatever it Takes. We are building... a great bank!

Essential Functions

- ⇒ Sell, cross-sell bank products and services.
- ⇒ Open new accounts.
- ⇒ Provide "WOW" service to all customers both internal and external.
- ⇒ Process transactions: deposits, withdrawals, cashier's checks, posting payments, wire transfers, prepaid cards, etc.
- ⇒ Customer account maintenance.
- ⇒ Responsible to balance cash and general ledgers as required by policy or process.
- ⇒ Collaborate and brainstorm to improve bank processes and procedures.
- ⇒ Serve as a bank representative in professional, business, and community organizations to promote bank services.

OUR PASSION

Bettering People's Lives

OUR NICHE

Personal Touch Service

OUR VALUES

Trusted Service
WOW Customers
Support Community
Develop Our People



Required Qualifications

- ⇒ High School Diploma or general education degree (GED) or equivalent combination of education and experience.
- ⇒ Strong interpersonal communication skills.
- ⇒ Handling cash with the ability to balance regularly.
- ⇒ Ability to "WOW" customers.
- ⇒ Knowledge of MS Office.
- ⇒ Basic computer navigation.

Position Identification

Q: What type of position is CSR I?

A: Full-time or part-time, non-exempt.

Q: Who does this position report to?

A: Retail Manager.

Q: Does this position have any supervisory responsibility?

A: No.



"Come with Energy and Enthusiasm to Create Change."

- Heidi Grant, President & CEO

FNB Germantown — Your Community. Your Bank.

DISCLAIMER:

This position description is intended to describe the general nature and level of work being performed by employees in this role. It is not intended to be an exhaustive list of all duties, responsibilities, and qualifications. Management reserves the right to revise this position and to assign or reassign duties to/from this role at any time. This is not to be construed as an employee contract.

Review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Acknowledgement	
Employee:	Manager:
Signature:	Signature:
Date:	Date: