



Job Description

Position Title: Customer Service Supervisor	Department: Community Banking
Reports To: Retail Branch Mgr. or Customer Service Mgr.	<input checked="" type="checkbox"/> Non-exempt
Position Purpose	
Assist the Customer Service Manager or Branch Manager with daily operations and personnel management of the branch. Receive oversight from the manager and do not have full supervisory responsibility.	
Education/Experience	
<ol style="list-style-type: none"> 1. One year business-related college coursework or equivalent experience. 2. One or more year's previous leadership or supervisory experience. 3. Completion of required supervisory and operations curriculum or equivalent. 	
Job Requirements/Skills	
<ol style="list-style-type: none"> 1. Demonstrated ability to lead and coach team members. 2. Knowledge of employment and supervisory principles, policies, and legal requirements. 3. Proven ability to provide professional, responsive customer service. 4. Ability to sell and refer bank products. 5. In-depth knowledge of all operational processes and requirements. 6. Strong organizational skills. 7. Effective oral and written communication skills. 8. Strong math skills. 9. Computer proficiency in MS Word and Excel. 	
Essential Functions	
<ol style="list-style-type: none"> 1. Assist with hiring, training, coaching, and evaluating team members. 2. Assist with organizing operational workflow. 3. Ensure staff provides exceptional customer service and proactively sells bank products based on customer needs. 4. Ensure staff follows bank policies, procedures, security requirements, and government regulations. 5. Assist in balancing daily transactions. 6. Approve transactions within assigned limits. 7. Answer customer questions of a more complex nature. 8. Assist with certifications, compliance, and reporting. 9. Process transactions as needed. 10. May back-up Personal Banker. 	
Physical Requirements	
<ol style="list-style-type: none"> 1. Sit 40% of workday. 2. Stand 60% of workday. 3. Use computer keyboard, typewriter, 10-key, and other office equipment. 4. Occasionally lift 25 pounds. 	