

## Customer Service –Deposit Operations

**Job Purpose:** To work in the customer service area opening deposit accounts for both new and existing customers while following compliance regulations and operational procedures. To direct phone calls and foot traffic to the proper area of the bank. To acknowledge customers as they enter the bank to be used as a layer of security. To work together with your customer service team in handling tasks and other responsibilities as they are assigned. As the point of first contact for First National Bank of Milaca our ideal candidate would possess an outgoing/pleasant personality and would portray that to customers and employees alike.

### Essential Duties/Responsibilities:

- Greeting customers as they enter our facility.
- Deposit accounts
  - Opening accounts for new and existing customers
  - Maintenance of Deposit account/or Peer review
  - Contacting check systems
  - Phone related paperless entry transfers
  - Opening Safety Deposit Box accounts
  - Ordering Debit Cards
  - Identity theft sales
  - Closing accounts
- Answers phone and completes the call as time permits
- Helps customers sign up for online banking-reset passwords
- Verification of deposit accounts for the State of MN and other entities
- Safe Deposit Access
- Gift Card Sales
- Debit Cards—closing -changing limits
- Debit Card –basic understanding of disputes and other issues
- Scanning and Filing of Account paperwork
- Mail duties
- Orders relating to checks or endorsement stamps
- Lawyer and Housing Trust Administration
- Servicing of ATMs

### Knowledge/Skill/Ability Requirements:

- Possess a positive attitude as the first point of contact
- Ability to multi-task -- watching the entrance and answering the phone
- Follow the First National Bank of Milaca Code of Ethics and other related policies and regulations and ethical standards all times
- Have the ability to understand procedures and accept guidance from your supervisor

- Possess good computer skills
- Uphold confidentiality and customer privacy in all situations
- Demonstrate ability to prioritize and handle multiple projects
- Interact and communicate effectively with various types of external and internal customers (by telephone and in person)
- Ability to recognize unusual situations and report to management
- Maintain a customer-focused, helpful, friendly and polite attitude
- Present a conservative, neat and professional appearance in dress and action