



JOB DESCRIPTION

JOB TITLE:	Customer Service Representative
DEPARTMENT:	Retail Banking
REPORTS TO:	Retail Banking Supervisor
FLSA STATUS:	Non-Exempt
ASSIGNMENT CATEGORY:	Part Time, Regular and Temporary
OFFICE LOCATION(S):	Primarily Savannah, Elizabeth; availability to work Freeport, Lena, Stockton as needed
ISSUE DATE:	December 2024

PURPOSE AND PERFORMANCE GOALS

Provides a variety of customer account transactions, as well as customer services such as sales of money orders and cashier's checks.

Considered a solutions specialist with a focus on relationship building, through the promotion of deposits, loans, fee-based services and the retention of customers. Responsible for selling a full range of banking products and services to existing and prospective customers, while providing specialized customer care.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Is responsible for accurate, prompt and efficient customer transactions.

Receives checks and cash for deposits to accounts, verifies amounts, and examines checks for proper endorsement.

Assists in the bank-by-mail function and night deposit envelopes.

Issues money orders and cashier checks.

Balances cash drawer throughout their shift and compares totaled amount to computer generated proof sheet.

Ensures that the teller station is properly stocked with forms, supplies, etc.

Places holds on accounts for uncollected funds according to the procedures.

Identifies, promotes, and explains products and services then be able to actively refer to the appropriate financial institution specialist.

Reports any discrepancies as well as malfunctions of teller terminal and other equipment used at the teller station to supervisor as necessary.

Cashes checks and processes withdrawals, pays out money after verifications of signatures and customer balances, in accordance with financial institution's procedures.

Lena: 102 W. Main St., Lena, IL 61048 · (815) 369-4524
Stockton: 133 W. Front Ave., Stockton, IL 61085 · (815) 947-3366
Freeport: 1525 S. Forest Rd., Freeport, IL 61032 · (815) 801-4524

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Prepares and maintains account paperwork, including signature cards, check orders, transfers, and service charges, etc.

Completes any and all ongoing training in products, services, and procedures.

ADDITIONAL DUTIES AND RESPONSIBILITIES

Helps answer phones.

Assists with scanning documents for deposit and loan operations.

Assists customers to the Safe Deposit Vault area.

Demonstrates and reinforces Corporate Culture standards.

QUALIFICATIONS

Knowledge and use of Microsoft Office computer applications: Word, Excel, and Powerpoint.

Good interpersonal communication and organizational skills.

Ability to operate standard office equipment such as adding machines and typewriters.

EDUCATION AND/OR EXPERIENCE

High school diploma or equivalent

Successful completion of in-house training program.

Preferred 1-2 years of experience in related field.

PHYSICAL DEMANDS

Must be able to remain in a stationary position 50% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. Occasionally positions self to maintain computers, including under desks.

HOURS

Hours will range from 10 – 25 hours/week, and should ideally have open availability 7:45 am – 4:30 pm, Monday through Friday, as well as Saturday mornings, 7:45 am – 12:30 pm, on an as needed basis.

WORK ENVIRONMENT

This position requires time spent working mainly in the Savanna and Elizabeth, IL, branch locations, w/ the availability to work in all other branch locations, as needed. The worker is not substantially exposed to adverse environmental conditions.

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- Associates are held accountable for all duties of job -

Acknowledgement:

I have read and understand all of the above. I have reviewed the duties for which I am responsible, and understand this job description may be modified in writing at any time. This job description excludes marginal functions, incidental duties and special projects which I may be required to perform when assigned. I understand that this document does not create an employment contract and that I am employed by Citizens State Bank, Lena, IL, on an "at-will" basis.

Associate Signature: _____ Date _____

Human Resource Signature: _____ Date _____

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