Midstates Bank
Customer Service Representative 1

Location: Missouri Valley/Mondamin **Job Status:** Full-time

FLSA Status: Non-exempt **Reports To:** Support Manager

Amount of Travel Required: None **Positions Supervised:** None

Work Schedule: 7:30 am to 7:00 pm M-F.
On rotation basis: some evenings until 6pm, Fridays until 7pm, and Sat. mornings.

Job Purpose:
Under general supervision, and in compliance with established policies and procedures, this position performs a broad variety of customer services and cross-selling of bank products and services. The CSR will perform assigned duties in accordance to Midstates Bank's Core Values for Customer Service and will adhere to the Quality Service Standards.

Essential Functions:
Provides account services to customers by receiving deposits; cashing checks, issuing savings withdrawals; processing night and mail deposits; selling cashiers checks, money orders, and travelers checks; selling and redeeming series e bonds. Includes handling inquiries and problem solving for customers.

Records transactions by logging cashier's checks, traveler's checks, and other special services; obtains the necessary information to complete currency transaction reports.

Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.

Completes special requests by closing accounts; taking orders for checks; providing special statements, copies, faxes, and referrals; completing safe-deposit box procedures.

Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; turning in excess cash and mutilated currency to teller manager; maintaining supply of cash and currency.

Complies with bank operations and security procedures by participating in all dual-control functions; assisting in certification of proof.

Maintains customer confidence and protects bank operations by keeping information confidential.

Contributes to team effort by accomplishing related results as needed.

Skills/Qualifications: Customer Service, Attention to Detail, General Math Skills, Verbal Communication, Integrity, Selling to Customer Needs, People Skills, Microsoft Windows and Office, Jack Henry CIF 20/20 software.

Education: HS Diploma or equivalent

Experience: Cash handling experience

Online BAI Courses as noted below:
Information Security Basics
MSBNA – The Service Edge
Reg CC & Expedited Funds Availability
Reg E Checking & Electronic Payments
Reg DD Truth in Savings
Listening & Observing Skills
Federal Insurance and Your Customers
BSA Basics
Suspicious Activity (Customer Contact Employees)
Fair Service for All
The SAR: Reporting Suspicious Activities
Social Engineering: Prevention for New Hires
OFAC Compliance Basics
Online Jack Henry CIF 20/20 courses as noted below:
Basic Terminology*
Inquiry Suite*
*Only necessary if new to JHA software

Midstates Bank has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

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Employee Date