

Midstates Bank

Convenience Banking Manager

Location: Harlan

Job Status: Full-time

FLSA Status: Exempt

Reports To: Location President

Amount of Travel Required: None

Positions Supervised: CSR Team

Work Schedule: M thru F 8Am to 5PM, Saturday rotation, Friday evening rotation
Hours as required to perform this function.

Job Purpose:

The primary role of the Convenience Banking Manager is to develop, maintain and lead a team for Midstates Bank, focused on quality service to our clients. This position is directly responsible for the support and service functions at the bank branch, while upholding Midstates' Mission Statement, Core Values and Service Standards. The Convenience Banking Manager will be responsible for day-to-day support activities at the location along with achieving the organizations strategic goals.

Essential Functions:

- Manages the team of CSRs. Responsibilities included coaching, training, and developing team members. Handles scheduling and personnel issues, including performance reviews.
- Processes customer transactions such as cashing checks, taking deposits, processing night deposits, and handling teller mail. Selling and/or redeeming savings bonds. Includes handling inquiries and problem solving for customers.
- Monitors CSR performance including, but not limited to, cash differences, proof errors, customer satisfaction, sales and referrals.
- Opens new checking, savings, and time CD accounts.
- Cross-sells various bank products and services.
- Participates in Midstates Bank's calling program to bring new business to the bank.
- Maintains and reconciles teller cash drawer, and prepares proof items to be sent to Operations Center
- Provides telephone support to customers
- Other duties as assigned

Skills/Qualifications:

Customer Service, Management Skills, 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:

High school diploma or equivalent

Experience:

2 years of personnel management. Bank deposit/operations experience desired.

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.