

JOB DESCRIPTION

CUSTOMER SERVICE MANAGER, Hollandale, WI location

DEPARTMENT/DIVISION: Retail

REPORTS TO: President/COO

EVALUATED BY: President/COO

JOB SUMMARY: The primary role of this position is to continue Farmers Savings Bank long standing tradition of providing excellent customer service, being a top notch employer and reinvesting in our communities. Provides coaching and guidance to develop an effective team to their highest potential. Responsible for ensuring that outstanding service is delivered to both internally and externally. In addition to the managerial role this position includes performing duties in support of operational activities and financial services for the office, including processing all new account transactions; assisting customers in their selection of various accounts and financial services; cross-selling the bank's products and services

Hours: This position will have the hours Monday through Friday, generally 8:00 a.m. to 5:00 p.m. but hours may vary, and may be included in the Saturday rotation.

DUTIES/ESSENTIAL JOB FUNCTIONS:

1. Coach and mentor branch staff, recognizing staff that perform at a high level
2. Hold branch staff accountable for meeting individual and branch expectations
3. Responsible for the oversight of the day to day operations of the branch
4. Provide solutions to operational issues as they arise
5. Complete all individual duties and responsibilities in an accurate and timely manner
6. Maintain advanced knowledge base of current products and services, policies and procedures.
7. Regularly interact with customers, consistently providing high quality service.
 - a. Answer the telephone in a professional manner and direct the customer to the correct area for service.
 - b. Actively opening, servicing and closing accounts while providing exceptional customer service.
 - c. Assist or direct customers to the appropriate person with questions regarding bank products including banking technologies.
 - d. Cross sell appropriate products to perspective customers.
 - e. On a daily basis perform teller duties (lobby, drive up and scanning) as needed

8. Active in the communication, monitoring, or enforcement of compliance and/or training standards throughout the office and organization.
9. Participate in business development initiatives within the market/community.
10. Assist officers in other administrative duties or projects as needed.
11. Refer customers to the Investment Department when appropriate.
12. Maintains professional community relations to increase the bank's visibility and new business opportunities, and to further personal development.
13. At any time other duties may be required as deemed necessary to fulfill the responsibilities of this position.

QUALIFICATIONS:

1. High School diploma or equivalent plus additional training equal to two years of college or comparable work experience.
2. Ability to use computer and programs such as Microsoft Word, Excel, and Outlook
3. Strong organizational and time management skills
4. Ability to communicate to/with people of all skill and competency levels
5. Ability to manage multiple situations and projects at once
6. Comfortable working in energetic and rapidly changing environment
7. Ability to analyze and resolve situations independently using sound judgment
8. Prior banking experience is preferred (1 Year)
9. Prior customer service experience is preferred (1 Year)
10. Prior supervisory experience is preferred (1 Year)

RESPONSIBILITIES FOR THE PRIVACY AND SAFEKEEPING OF CUSTOMER

INFORMATION: Customer financial information will not be accessed unless this access is necessary in the performance of assigned duties. Viewing customer deposit information or credit files to satisfy a personal curiosity is strictly prohibited. Confidential information acquired is considered to be extremely sensitive by our customers. This information must not be revealed to unauthorized persons. This information should not be discussed with others within the bank unless their duties also require the information. Customer financial information can be released only when authorized by the customer or when subpoenaed by a court or the Internal Revenue Service (IRS). Then the information released must be accurate and within the confines of the authorizing document.

RESPONSIBILITIES FOR COMPLIANCE: The employee agrees to comply with all Farmers Savings Bank policies and procedures including federal and state rules and regulations.

RELATIONSHIPS:

1. Responsible to President/COO for the fulfillment of his or her functions and responsibilities and authority for their proper interpretation.
2. Will advise and assist department staff in their respective functions associated with the areas for which he or she has direct responsibility.
3. Will have contact with customers, the public and the community, and is to conduct relationships in a manner that will enhance the overall marketing effort of the bank.
4. Will be called upon from time to time to participate with community organizations and in community projects.
5. Bank employment to be main and sole employment. Any "moonlighting" to be approved by CEO, President, and Board of Directors.

PERFORMANCE EVALUATION AND ACCOUNTABILITY:

1. Position to be evaluated after first three months, and annually thereafter.
2. Areas of accountability to include all areas mentioned above with specific emphasis of performance in:
 - a. Performance of duties
 - b. Organization
 - c. Relationships
 - d. Overall production

Job descriptions are not intended, and should not be construed to be all-inclusive lists of all responsibilities, skills, efforts or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.