FOUNDERS Bank&Trust

JOB DESCRIPTION

JOB TITLE:	Client Service Representative-Intern	**DATE:**	May 21, 2013
DEPARTMENT:	Branch Administration	**REVIEWED BY:**	VP, Branch Administration

GENERAL SUMMARY:

All positions at Founders Bank & Trust require a high level of commitment to exceptional client service and client relationship development. All Bank employees must be enthusiastic about this commitment and exhibit it at all times. The Client Service Representative is responsible for the maintenance of positive client relations through sales and cross-selling of bank products and services; efficient handling of transactions, account openings, closings, questions; and innovative approach in problem solving.

ESSENTIAL CLIENT SERVICES FUNCTIONS:

1. Energetically develops a 'raving fans' environment when dealing with internal and external clients.
2. Always maintains professionalism in appearance and attitude. Always stands to meet clients, if work area is at a desk. Greets clients in an "age-appropriate" manner, extending handshake. Builds visual customer recognition in order to personalize greeting. Ends every client transaction with an appropriate closing statement, such as "thank you for your business".
3. Assures exceptional client service by assisting client in a professional, timely and efficient manner while consistently applying the Raving Fans Standard.
4. Proactively acquires and maintains in-depth knowledge of all FB&T deposit products and services. Uses this information in client discussions of needs to recommend appropriate products and services
5. Analyzes client utilization of Founders Bank & Trust products and services and deepens relationships through cross-selling. Initiates customer contact and follows through to place products and services.
6. Maintains tracking logs detailing account activity to be used for analysis, reference and sales opportunities.
7. Builds new customer relationships through voice, written and personal contact channels.
8. Proactive management of existing customer relationships.
9. Maintains expertise in deposit regulations and policies to support overall internal and external bank compliance.
10. Utilizes knowledge of FB&T to refer operational and transactional issues to appropriate area.

TRANSACTIONAL FUNCTIONS:

11. Accurately performs daily transactional activities for desk, drive thru and courier bag customers including processing of deposits and withdrawals, cashing checks, processing wire transfers, verifies transaction information requirements and performs defined account maintenance activities.
12. Accurately balances cash drawer at the end of the day.
13. Correctly balances ATM transactions.
14. Logs, processes and distributes incoming mail for the Bank.
15. May perform receptionist function during specified time periods.
16. Performs other duties as assigned.

This job description reflects the general details of the specific job identified and is not necessarily a complete listing of all the frequent and infrequent essential functions that may be involved in the job.

All employment with Founders Bank & Trust is at-will, which means that the company has the right to terminate employment and compensation at any time and for any reason, as does the employee. Nothing contained herein is intended to create any contractual obligation. No one other than the Board of Directors may make any contrary commitments.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Demonstrated client relations skills and a commitment to quality customer service.
2. Strong communication skills (verbal, written and presentation) with the ability to interact professionally with employees and clients.
3. Great attention to detail, able to prioritize and function accurately under the pressure of deadlines.
4. Ability to work politely and effectively with others and contribute to a team approach in the department.
5. Ability to operate: PC, calculator.
6. Demonstrated ability with Microsoft products including Outlook, Word and Excel and other bank software.
7. Ability to meet attendance requirements; this position is not exempt from overtime (non-exempt). The incumbent must work all hours necessary to perform job tasks described, including all hours the Bank is open. Normal full-time weekday work day is either 8:15 am to 5:15 pm, or 8:30 am to 5:30 pm. Part-time work schedule is set by team leader or assistant team leader.
8. Overtime is paid only with pre-approval by the Supervisor.
9. Ability to travel between branches if needed.
10. Excellent credit history.

WORK ENVIRONMENT:

A clean office environment consisting of open work areas.

PHYSICAL DEMANDS:

Ability to move about the office effectively. Ability to effectively use all tools and equipment needed. Must be able to lift items up to 15 pounds.

MINIMUM POSITION REQUIREMENTS (Education, Experience, and Certification):

1. High School graduate or equivalent required.
2. Bachelor's degree candidate with freshman or sophomore standing. Business majors preferred, but will consider other majors.

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