Position Title:	Customer Service Representative
Reports to:	Assistant Banking Office Manager
Pay Status:	Non-Exempt, Part-Time, Full-Time
Location	Maple Avenue, Zanesville

This position, as well as all North Valley Associates, is responsible for carrying out the Bank's mission statement:

Our Mission: Building Better Communities

"We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services."

Summary of Position:

The Customer Service Representative (CSR) plays a vital role in delivering exceptional service to our customers. This entry-level position provides personalized banking solutions, performs essential teller and platform functions, and builds trusted relationships. CSR's are cross-trained to handle transactions accurately, and resolve basic customer concerns, all while demonstrating professionalism and commitment to our bank's values.

Key Responsibilities

Customer Service and Transactions:

- Balance and close the vault, cash recycler (CR), cashbox, and ATM as assigned.
- Assist customers with checkbook balancing, ACH stop payments, and check stop payments.
- Perform account transfers, online banking support, and fraud prevention assistance.
- Conduct cash advances, extended hold processing, and overdraft call handling.
- Process deposits, withdrawals, check cashing, and loan payments.
- Other duties as assigned.

Account and Card Services:

- Complete and review logs for accuracy.

Operational Duties:

- Balance ATMs and perform daily reconciliation.
- Assist with signing official checks after 90-day review and approval period.
    - Signing authority up to $25,000
- Escalate complex requests to UB or higher-level staff.

Skills & Qualifications:

Required:

- High School diploma or equivalent.
- Strong attention to detail and accuracy in cash handling.
- Excellent customer service and communication skills.

Preferred:

- Prior teller or retail banking experience.
- Familiarity with basic banking regulations and policies.

Physical Requirements:

- This position operates in a professional office setting. Regularly requires standing for extended periods, reaching, bending, and lifting up to 25 lbs.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position in accordance with applicable laws and organizational policy.

This description has been reviewed and approved by the following:

_____

Printed Name

_____ _____

Signature Date

_____ _____

Management Signature Date

_____ _____

Human Resources Signature Date