



JOB DESCRIPTION

POSTION TITLE: Courier

REPORTS TO: VP Deposit Operations and Compliance /BSA Officer

STATUS: Non-Exempt / Full Time

This position, as well as all NVB positions, is responsible for carrying out the Bank's vision statement:

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

Essential Duties and Responsibilities:

- Budgets time and maintains an ever-changing daily schedule
- Picks up deposits from customers for processing
- Delivers deposit receipts and change orders to customers
- Delivers and retrieves titles from the title office
- Delivers and retrieves documentation from the Court House related duties.
- Delivers and retrieves legal documentation and/or checks from various law offices, real estate companies and other financial institutions
- Travels to branches to deliver and/or retrieve documentation and supplies as needed
- Delivers out-going mail to the post office and retrieves incoming and/or return mail
- Uses discretion with responsibility of bank credit card and petty cash by accurate and timely expense reports with necessary receipts
- Follows all security guidelines in relation to customer deposits and car vault
- Maintains the privacy of customer information and the security of all records
- Adheres to organizational policies and procedures
- Conduct work relationships/interactions professionally with customers, supervisors, coworkers and others:
 - Maintain high levels of confidentiality
 - Conduct conversations in a professional manner
 - Dress in accordance with bank policy
 - Successfully attend and complete all mandatory and elective training
- Maintain extensive contact with customers, the public and the community, conducting relationships that will enhance the overall marketing effort of the bank.
- Participate in community organizations and community projects
- Assumes any and all other responsibilities assigned

STAFF GUIDELINES:

- All team members will commit and adhere to the bank's **CORE VALUES** while performing the essential duties and job responsibilities of the position:
- Accountability
- Community
- Communication
- Teamwork
- Integrity
- Knowledge

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- ❖ High school diploma or equivalent
- ❖ Good communication and organizational skills
- ❖ One to two months of on-the-job training to become familiar with duties
- ❖ Familiarity with routes and locations of customers
- ❖ Must be able to drive car
- ❖ Must be familiar with financial institution's security procedures to deal effectively with emergencies

Other Skills:

- ❖ Ability to work independently and in a team environment, with limited supervision, and be a self-starter
- ❖ Must possess excellent organizational skills
- ❖ Ability to react to stressful situations with professionalism while remaining calm
- ❖ Must be tolerant of all personality types of clients, customers, employees, vendors and others

Physical Demands:

- ❖ Must be able to sit, stand, and walk; reach with hands and arms; talk and hear; lift or move up to 50 pounds; may occasionally need to stoop or kneel.

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This job description has been read and approved by:

Employee Signature

Supervisor Signature

Date