



Date: 2/7/2019

Location: Norfolk
 Job Title: Operations/Customer Service
 Report To: Operations Officer
 Supervises: None

PURPOSE:

Work effectively over the phone and in person completing customer service activities related to bank operation functions. Duties to include but not limited to wire orders, stop pays and provide support for online banking. Provide operational support to other departments of BankFirst while ensuring accuracy, promptness, and quality customer service.

MINIMUM REQUIREMENTS:

High School diploma or equivalent. Demonstrated ability to meet deadlines, complete work with an above-average level of accuracy, strong math and analytical skills. Proficiency in Microsoft Outlook, Word and Excel. Represent a positive, professional image. Strong communication skills including written, verbal and phone. Strong organizational skills. Demonstrate excellent customer service.

Responsibilities and Authority:

Standards of Performance

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|-------------------------|--|
| A. Leadership/Teamwork | 1a Ability to interact and cooperate positively with co-workers and add value to the BankFirst team
2a Ability to make on the spot decisions regarding customer transactions, weighing customer satisfaction issues with bank exposure to fraud |
| B. Business Development | 1b Possess knowledge of all bank deposit products and features
2b Cross-sell bank services |
| C. Culture/Climate | 1c Work independently and exercise good judgment
2c Complete projects and assignments timely
3c Maintain a working knowledge of all general bookkeeping functions
4c Maintain flexible work hour schedule
5c Perform other reasonable related duties as assigned
6c Maintain confidentiality at all times
7c Continue to reinforce BankFirst's Customer Service culture by practicing the "TOP 8" initiatives and by supporting the practice of these initiatives by other bank employees. |
| D. Developing People | 1d Attend applicable training sessions when appropriate
2d Participate in cross-training programs |

	3d	Obtain and maintain knowledge of various federal regulations and understand roles and responsibilities relating to each act
	4d	Utilize bank software effectively
E. Planning	1e	Originate new ideas, methods, and approaches
F. Organizing	1f	Coordinate current day's responsibilities
G. Measurement	1g	Maintain above average accuracy and attention to detail
	2g	Complete bookkeeping functions by deadline