

FPSB Customer Service Manager Job Description

Management Responsibilities

Maintain the Customer Service Representative (CSR) staffing schedule, any resolution needed to fill vacancies in the schedule, and CSR staff issues that arise. Seek help from CPSB Customer Service Director when needed.

Work with CPSB's Customer Service Director daily or as necessary on the following in accordance with the CSR Policy & Procedures and any other applicable bank policies and procedures: CSR outages, CSR transaction issues, new account procedures, internal controls (vault, teller drawers, CTR logs, night drop and mail log), cashier's checks, and money orders.

Take the lead with any operational, transactional, or service issues that surface. Work with the appropriate person to resolve the issue.

Complete CSR staff performance reviews. Discuss reviews with the Customer Service Director and/or HR Director before they are given to the CSR.

Minimize income losses caused by outages, fraud, etc.

Assist with any measurement and reporting needed to track employee performance for reviews, marketing campaigns, and other management projects.

CSR Requirements

Accept deposits and make withdrawals within established limits.

Accept and post loan payments.

Complete requests for money orders and cashier's checks.

Accept and post stop payment orders.

Balance drawer as required with minimal outages.

Other duties include counting coin and currency, and assisting with dual control of the vault.

Keep personal work area, common work area and drive-thru lanes neat, organized, and clean.

Maintain high level of knowledge with all CSR job duties.

Sales & Service Excellence Responsibilities

Improve handling of inbound telephone calls, including answering promptly, and following through with accountability to answer customer questions, limiting unnecessary transfers. Field CSR questions from customer calls.

Become knowledgeable with banking products and services as they relate to this position. Maintain knowledge of the bank's convenient banking services. Be willing to share about products and services via customer communication and conversation to help Bank growth. Identify weaknesses of CSRs with knowledge of banking products and services. Work with Customer Service Director to define a list of training priorities.

Assist with improving the customer experience through improvements to our CSR service. Work with Customer Service Director to finalize and implement Service Excellence Standards. Continuously educate, observe, and coach CSR staff to ensure that we achieve service excellence. Build clear expectations that service excellence is a priority and a requirement for all employees.

Compliance, Operational & Training Requirements

Monitor compliance with the CSR Policy and Procedure with the assistance of the Customer Service Director.

Audit CSR drawers and Vault per Bank policies.

Review all hold notices placed by CSRs.

Manage and order cash supplies for FSB.

Train staff as needed (i.e., new Tellers, Tellers serving as backup New Accounts)

Make sure that CSRs have completed all training requirements.

Other Requirements

Serve as primary New Accounts Representative.

Complete all other duties as assigned.

Qualifications

CSR experience (preferred)

Sales experience (preferred)

Attention to detail and accuracy (required)

Excellent Communication Skills (required)

Ability to handle people with tact, poise, and courtesy (required)

Job Details

Hourly, officer position at First Pekin Savings Bank facility. 40 hours per week, Monday –Saturday.

This position is supervised by the Customer Service Director.

First Pekin Savings Bank, a division of Community Partners Savings Bank is an Equal Opportunity Employer.