

 Bank of the Federated States of Micronesia	<h1 style="margin: 0;">Job Description</h1>		<i>Job Code:</i>
			<i>Job Grade:</i>
			<i>Date Issued:</i> 04/01/99
			<i>Date Revised:</i> 12/31/11
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<i>Title:</i> Customer Service Rep	<i>Department:</i> Tellers	<i>Exempt</i> ● FTNE	
<i>Location:</i> Corporate Office Pohnpei Branch Kosrae Branch Chuuk Branch Yap Branch			

REPORTS TO: Customer Service Officer

SUMMARY: Provides service to customers that primarily involves receiving and paying out money and negotiable instruments, and keeps records of such financial transactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Receives checks and cash for deposit, verifies amount, and examines checks for endorsements.
2. Cashes checks and pays out money after verification of signatures and customer balances.
3. Enters customers' transactions into computer to record transactions, and issues computer generated receipts. Updates customers' passbooks.
4. Orders daily supply of cash, and counts incoming cash.
5. Balances currency, coin, and checks in cash drawer at end of shift and compares totaled amounts with data displayed on computer screen ensuring that they reconcile.
6. Explains, promotes, or sells products or services such as cashier's checks, etc. Replenishes the supply of such as necessary.
7. Accepts loan payments and pay-offs.
8. Receives and processes LOC payments
9. Relieves and provides back up for customer service rep.
10. Require to comply with BSA/AML requirements, FDIC regulations & FSM laws.
11. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES: None.

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: One year certificate from college or technical school;

or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: None required.

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

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel (particularly cash, coins, calculator, and computer); and talk or hear. The employee is occasionally required to sit. The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include ability to read volumes of text and numbers.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work area is typically that of a moderately quiet office.