



Position Description

Title: Customer Representative, Vault Services
Department: Retail Banking
Reports to: Manager, Vault Services

Summary:

This position will assist in the efficient operation of the Retail Banking Department by providing quality cash vault service to customers, both internally and externally.

Primary Responsibilities and Duties:

(The essential duties and responsibilities listed below are representative of the job requirements but, are not meant to be all-inclusive or prevent other duties from being assigned as necessary)

- Detail oriented
- Able to lift coin boxes/bags up to 30 lbs.
- Work effectively on your own or as part of a team
- Calculate basic math equations
- Legible penmanship
- Demonstrate highest level of customer service and discretion
- Perform responsibilities with composure under the stress of deadlines
- Perform duties with extreme accuracy and quality at a fast pace
- Effectively evaluate and change priorities
- Ability to stay on task with repetitive duties
- Ability to communicate well verbally and in writing

Position Requirements:

High School Diploma
Positive attitude, pleasant demeanor and ability to engage well with others
High level of confidentiality and professionalism
Excellent detail and organizational skills
Ability to work independently and with others
Previous Banking experience is a plus
MS Office – Word and Excel