

**Pioneer Bank**  
**Retail Banking Supervisor**  
**Job Description**

**Job Code: 680**  
**Status: Exempt**

**Department:** Savings Department  
**Reports to:** Vice President, Retail Banking Administration  
**Salary:** **Negotiable**  
**Supervises:** Tellers and Customer Service Representatives

**Summary:** Supervises the daily activities of the branch according to established policies and procedures. Is responsible for the efficient operation of the teller and customer service areas. Ensures that customers are serviced promptly, and that the teller department balances at the end of each day. Utilizes knowledge and experience in exercising discretion and independent judgment in resolving problems and answering questions.

**Job Requirements:**

- Two to three years experience as a senior teller and/or a supervisor in the customer service department.
- A thorough knowledge of teller operations in order to answer questions and resolve problems.
- Advanced knowledge of the on-line computer system.
- The interpersonal skills necessary to help coordinate department activities, including work assignments.
- Provides training to tellers and customer service representatives so they are knowledgeable in selling bank products to customers.
- Prepares monthly reports for upper management and board of directors.

**Specific Job Functions:**

- Responsible for all teller and new account staffing decisions.
- Provides routine training to the Retail Banking staff.
- Responsible for maintaining compliance with Pioneer's policies and procedures.
- Monitors vault and teller cash to determine that balancing procedures are in force.
- Coordinates cross-selling activities to all the Retail Banking staff.
- Completes weekly cash supply orders.
- Provides escalated customer support.
- Remains at the branch after closing as necessary to help balance the branch's daily activities and totals.
- Offers a Tell-Friend Coupon with an enthusiastic comment or explanation with every transaction.
- Recommend the best checking account to customers by using the sales presentation process and asking for the business.
- Utilize the HPC incentives to attract new customers (frees gifts, buy-back program).
- Identify sales opportunities at the teller line and at the drive-thru and make professional referrals to other team members.
- Wear your HPC button daily.
- Assist with creating Thank You Gift displays.

**Physical demands and work environment:** The physical demands and work environment characteristics 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.

- *Physical demands:* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; to feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel; talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal.