

Customer Service Supervisor

Department: Retail Operations
Reports To: Senior Vice President Retail Operations
Direct Reports: CSR and Universal Banker Associates – all offices
FLSA Status: Exempt
Work Hours: Full Time
Revision Date: New

Position Summary: Directs the day to day operational activities of the teller/retail area, directly supervises CSRs and UBs to ensure each customer's experience is positive and memorable, trains staff on operational issues, is knowledgeable of policies and procedures, and uses good judgment to make decisions, and coaches for referrals. The Customer Service Supervisor is responsible for expanding and deepening customer relationships by identifying customers' needs comprehensively and matching their needs with selections and resources within the colleague's assigned business line and across all business lines and coaching the retail teams to do the same. This position functions as an effective supervisor to all CSRs and UBs as well as acting as primary backup for customer service representatives. The Customer Service Supervisor is responsible for the operational integrity of the retail offices.

Minimum Qualifications (Education and Experience): High school diploma or equivalent; proven proficiency in all CSR and UB functions and; at least one year of leadership or supervisory experience; at least three years of retail experience; available to work rotating Saturday mornings.

Essential Position Functions: All CSR & UB position functions plus the following:

1. Supervises CSR and UB staff. Directs the day to day operations activities of the retail area including: cash drawer, vault & branch balancing, ordering cash, scheduling CSR & UB staff, and completing daily and monthly reports, ensuring an excellent customer experience at every point of contact.
2. Participates in the interview and selection process, coaches, trains, develops, evaluates and provides feedback to CSRs and UBs
3. Performs periodic cash counts of cash drawers and cash vault
4. Provides technical guidance and training to CSRs & UBs on operating procedures, monitors regulatory and compliance changes, and takes appropriate actions; ensures compliance with outside regulations and corporate Standard Operating Procedures.
5. Remain knowledgeable and conduct procedures relating to office security, including but not limited to:
 - a. Security procedures
 - b. Monthly Audit Checklist requirements
 - c. Security equipment testing
 - d. Office security training
 - e. Surprise cash audits
 - f. Makes security, check acceptance, and exception judgment calls in a manner that will protect Home Savings Bank, our customers and colleagues against loss or fraud
6. Maintain standards for retail area processes
7. Maintain procedural proficiency in all products and services offered at the bank
8. On a limited basis, may be called on to sell new accounts by gathering information about customer needs and recommending solutions to resolve customer needs. (Requires understanding of sales, products, benefits, account ownership, forms and procedures)
9. Assists customers with servicing issues
10. Supports the attainment of branch goals by coaching and motivating CSRs & UBs in identifying opportunities to deepen customer relationships
11. Responsible for individual referrals and coaching the team in recognizing customer needs by leading by example
12. Operates a CSR/UB window as needed.
13. Assist CSR & UB staff with retail problem resolution
14. Create and manage monthly branch schedules
15. Prepare reports for cash over/short
16. Resolve difficult customer service challenges
17. Train and coach CSR & UB staff

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Other Position Functions:

1. Provide administrative support for e-banking
2. Monitor office environment and building maintenance needs
3. Provide performance feedback to the CSR & UB staff
4. Other duties or projects as assigned

Skills, Knowledge, and Abilities: All CSR & UB requirements plus the following:

- User knowledge of Microsoft Excel and Word, or similar applications
- Ability to lead and motivate others
- Excellent verbal and written communication skills
- Applied knowledge of all bank products and services
- Ability to exercise patience when facilitating crisis resolution for internal and external customers

Work Environment and Physical Demands:

We comply with all accommodations in accordance with the Americans with Disabilities Act. These statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties, skills, or working conditions. The duties are subject to modification or change by the organization, at any time, with or without notice.

I have read and understand the contents of this job description and understand this job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position.

Associate Signature

Date

Manager Signature

Date