

TELEPHONE RECEPTIONIST

GENERAL FUNCTION: Acts as the bank's initial telephone answering service. Sells the bank's services to customers. Performs a wide variety of supporting functions such as sort and deliver mail, give out CD rates, etc.

DUTIES AND RESPONSIBILITIES

1. Primary contact with the incoming telephone calls of the bank, acts as the first representative of the bank with prospective and current customers.
2. May handle some safe deposit transactions, admits customers to the area, find employees to assist customer.
3. Responsible for making up folders with bank information and keeping track of inserts.
4. Has some other minor duties:

Takes messages and delivers them to appropriate person.

Copies papers for some employees and customer.

May send and receive faxes for employees.

Keeps track of employees who are out ill or on vacation.

Make calls for repair to the fax and copying machines.

5. May render other assistance in the department as needed.

SPECIFICATIONS

JOB PREPARATION: Thorough knowledge in all the services offered by the bank. Familiarity with bank policies and procedures in the administration, marketing of bank operations. Competent in clerical procedures, typing and filing, ten key adding machine and the computer. Previous experience in a bank as receptionist or CSR which would provide the above knowledge. Four years of high school with concentration in business subjects.

LATITUDE TO ACT: Judgement is necessary to provide best service to the e customers with only general supervision. Refers difficult problems to supervisor for solution and makes recommendations for improving customer service.

INTERPERSONAL RELATIONS: In many cases, this is the first significant contact of customers with any individual at the bank, therefore, this may provide the basis for future customer relations and cross-selling opportunities.