

Responsibilities

- Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit. Examine checks deposited and determine proper funds availability based on regulation requirements and complete Hold Notices.
- Process savings withdrawals and close accounts at customer request. Cash checks: verify endorsement, receive proper identification, and ensure validity. Accept loan payments: verify payment amount, ensure proper coding and issue receipts.
- Process night deposit and mail transactions according to the Bank's procedure.
- Issue money orders and cashier's checks, redeem U.S. Savings Bonds, process cash advances.
- Buy and sell currency from the vault/recycler as necessary, ensuring that teller drawer cash limits are not exceeded. Buy and sell currency from the Federal Reserve, as necessary, ensuring that vault cash limits are not exceeded.
- Balance drawer in accordance with procedures. Balance vault, recyclers/dispenser and coin machine daily as assigned. Maintain appropriate currency logs and complete Currency Transaction Reports when appropriate.
- Answer customer inquiries (in-person and phone) regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
- Provide electronic banking support for Online Banking, Mobile Banking, Bill Pay, Remote Deposit, Cash Management, Positive Pay and telephone banking.
- Handle customer information requests including but not limited to product and service information, account balance inquiries, check, and deposit postings and debit card transactions. Conduct necessary research utilizing available resources.
- Handle customer orders for services including but not limited to wire transfers, telephone transfers, stop payments, address changes, automatic fund transfers, debit card activations, PIN resets and temporary limit increases; forward applicable requests to appropriate departments for processing when necessary. Maintain customer records in system when applicable (i.e. address changes, stop pays, etc.).
- Interview new and existing customers to determine needs and gather information required to establish a banking relationship. Present appropriate deposit product features, fees and costs, matching the customer needs to the product. Prepare deposit documentation in accordance with bank policy and procedure.
- Utilize good judgment and understanding of Bank policy to effectively make independent decisions to resolve customer issues when appropriate.
- Cross sell additional products and services by recognizing opportunities; explain new products and services and their features.
- Maintain compliance with Bank Secrecy Act/Anti-Money Laundering Policy of Procedures, and regulations related to the implementation of such procedures.
- Maintain compliance with all internal policies, procedures and State/Federal regulations.

- Other duties as may be assigned.

Education

- High School Diploma or equivalent.

Experience

- Previous customer service, preferably in the financial services industry.

Other Skills and Abilities

- Excellent customer service skills and the ability to work effectively and non-defensively with customers and staff members in order to provide superior customer service.
- Ability to prioritize and make on-the-spot decisions regarding customer transactions, weighing customer satisfaction issues with Bank exposure to loss or fraud.
- Excellent listening, verbal communication and phone etiquette skills.
- Must be customer service driven with a high level of interpersonal skills to handle sensitive and confidential situations.
- Knowledge of bank products and services.
- Knowledge of various federal regulations including, but not limited to Bank Secrecy Act, Right to Financial Privacy Act, GLBA-Privacy, Truth in Saving Act, Regulation CC, and Regulation E.
- Possess the ability and strong desire to develop the “team” within the Bank.
- Proficient computer skills including experience with Windows based applications (ability to navigate within multiple screens).
- Ability to operate a variety of office equipment, including a multi-line phone system, PCs, printers and scanners.

Interested applicants can reply with a resume to this posting or contact Courtney Fischer at Sterling Bank in Luck. Please send resume to P O Box 314, 2547 State Rd. 35. Luck, WI 54853

Member FDIC. Sterling Bank is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sexual orientation, gender identity, national origin, disability status, and protected veteran status.