



Job Opening- Retail Office Supervisor, Tonganoxie, KS

First State Bank & Trust is a community bank with locations in northeast Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. We are looking for an experienced banker to join our Retail team, in our Tonganoxie Market, as a Retail Office Supervisor. Ideally, candidate will have 3 years prior banking experience as Teller, New Accounts, or Deposit Operations.

SUMMARY

Supervises and coordinates activities of Customer Service Representatives/Tellers, including receiving and paying out money, and maintaining accurate records of all transactions. Cashes checks within assigned limits. Accepts savings deposits and withdrawals, verifies signatures, posts interest, and balances as required. Accepts loan and credit card payments. Issues money orders, cashier's checks and issues or redeems savings bonds. Prepares daily settlements of teller cash and proof transactions. Promotes the Bank's services, answers questions, and refers customers to appropriate departments for specialized services. Practices active clue selling for referrals. Ensures adequacy of currency and coin supply. Keeps informed of changes in Bank services or procedures and is responsible for ensuring that Customer Service Representatives/Tellers are notified of changes, trained in procedures, and follow procedures. Responsible for the day to day operations on the Teller line and is considered an expert who can handle the most complex tasks and accounts. Supervises 6 employees across 2 locations in Tonganoxie.

- Supervision of Customer Service Representatives/Tellers with support from Bank Manager including hiring, termination, job development, performance evaluations, salary recommendations, mentoring, and regular meetings.
- Assigns schedules to Customer Service Representatives/Tellers to ensure efficient functioning of the Retail banking area.
- Scheduled on the teller line daily to support coverage as needed. Core hours are 8:00am-5:00pm Monday-Friday and every 3rd Saturday from 8:45am-noon. Must have availability for opening and closing shifts, if needed for coverage (6:45am-7:15pm).
- Trains and mentors Customer Service Representatives in customer service, policies and procedures, and ensures that all policies and procedures are followed.

Assists in the updating and maintenance of Customer Service Representative sections of the Retail Manual.

Manages ATM.

Manages cash items.

Approves checks for payment within assigned limits.

Responds to customer complaints.

Examines reports of daily transactions for accuracy and assists in the research of cash offages.

Consolidates and balances daily transactions.

Ensures supply of money for location's needs based on legal requirements and business demand.

Admits customers to safe deposit vault, following specified procedures.

Monitors and reviews location's security procedures and oversees vault functions.

May provide new account, account, and consumer lending services as needed to support the location.

Studies and recommends procedures to improve efficiency of Customer Service Representatives.

Maintains harmony among retail employees and resolves grievances.

SUPERVISORY RESPONSIBILITIES

Directly supervises 3 to 8 employees on the Teller line. Carries out supervisory responsibilities in accordance with the Bank's policies and applicable laws. Responsibilities include planning, assigning, and directing work; addressing complaints and resolving problems; performance evaluations; salary recommendations; training; career development; hiring; and termination.

To apply e-mail your resume to kathyy@firststateks.com

www.firststateks.com

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