



**Job Opening- Retail Office Supervisor
Kansas City, KS**

First State Bank & Trust is a community bank with locations in northeast Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. We have a full-time opening for a Retail Office Supervisor at our Legends location in Kansas City, KS. This position will be scheduled from 8:00am-5:00pm Monday-Friday and every 3rd Saturday from 8:45am-noon. Must be able to adjust schedule to work until 6:00pm when needed for coverage. Prior teller experience required.

SUMMARY

Supervises and coordinates activities of the Customer Service Representatives, 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. 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 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.

- Supervision of Customer Service Representatives with support from Bank Manager including hiring, termination, job development, performance evaluations, salary recommendations, mentoring, and regular meetings.
- Assigns schedules to Customer Service Representatives to ensure efficient functioning of the Retail banking area.
- Scheduled on the teller line daily to support coverage as needed.
- Trains and mentors Customer Service Representatives in customer service, policies and procedures, and ensures that all policies and procedures are followed.
- 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.

Please e-mail your resume and interest to kathy@firststateks.com, apply on-line, or pick up an Application at any of our locations.

Equal Opportunity Employer