





Helping customers with their financial needs and leading the way in innovation and responsiveness is the core of CoreFirst Bank & Trust's ("CoreFirst") mission. This philosophy, the CoreFirst Way, has guided the bank well for sixty (60) years and sets us apart from competitors.

Position Description:	PT Customer Sales Associate (Teller)		
Reports To:	Branch Supervisor or Branch Sales Manager, depending on location	Department:	Retail Sales and Services
Supervises:	N/A	Classification:	Part-Time; Non-Exempt

 Pay/Hours:	Pay Rate: \$15.50 per hour Bilingual: Fluent in Spanish - \$1.00 per hour Sign On Bonus: \$500 SIGN ON BONUS for new hires only (\$250 paid on first paycheck following 30 days of employment/\$250 paid on first paycheck following 90 days of employment) Hours vary between Monday – Friday 2:00pm – 7:00pm, every Saturday/Sunday 10:00am – 3:00pm; 20 hours per week minimum.		
 Location:		Dillons East	
 Role:	Customer Sales Associates assist bank customers with retail banking transactions, sales referrals, and provide legendary customer service.		
 Apply:	www.corefirstbank.com/careers		
Essential Functions & Responsibilities:	<ul style="list-style-type: none">• Proficiently processes customer transactions in a courteous, professional, accurate, and timely manner, following bank policies and procedures• Answers questions, resolves problems, and recommends product solutions for customers• Assists with record keeping, branch operational logs, day-to-day customer and branch needs• Maintain working knowledge of the benefits of CoreFirst products and services, to identify product solutions for customers. Serve prospective and current customers by referring products and services. <p><i>Please note this description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.</i></p>		
Experience:	Requires One (1) year of customer service experience, including cash handling		
Education:	<ul style="list-style-type: none">• High school Diploma or equivalent required• Successful completion of Retail 101 Training provided by CoreFirst		
Skills & Abilities:	<ul style="list-style-type: none">• Courtesy, customer service, and tact are essential elements of the job• Must handle confidential information appropriately		
Competencies:	Adherence to CoreFirst Values; Respect, Communication, Integrity, Initiative, and Accountability. High level of skill in the CoreFirst Competencies of Customer Focus, Compliance, Ethics, Perseverance, and Time Management		
Other Skills:	<ul style="list-style-type: none">• Professionalism is a requirement for success in this position• Must maintain a working knowledge of CoreFirst history, goals, policies, and procedures, and understand how they relate to the essential functions and responsibilities of the position• Must demonstrate initiative, problem-solving ability, and be detail-oriented to successfully perform the essential job functions• Must maintain a working knowledge of CoreFirst products and services to effectively make referrals to customers and be considered for promotions within the Retail Sales and Service Department		

Physical: Requirements:	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, and walk. Some light physical effort required including ability to lift up to fifty (50) pounds.</p>
Travel:	Travel is primarily local during the business day, although some local evening and weekend travel may be expected. Branch Network Personal Bankers may travel to outer market locations occasionally, but overnight stays are not expected.
Work Environment:	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and fax machines.
Other:	<ul style="list-style-type: none"> • Applicants must pass a drug screen and background checks • Internal applicants must meet the minimum requirements of their current job and submit a cover letter and resume via the employee portal
CoreFirst Employment Practices:	CoreFirst provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CoreFirst complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

I, _____, acknowledge by my signature below that I have received a copy of my position description.

 Print Name

I have read and understand my job duties and responsibilities as **Customer Sales Associate (Teller)**. I further understand that I am responsible for the satisfactory execution of all the duties described therein, under any and all conditions as described.

I can perform the essential function of this position with or without reasonable accommodations? _____ Yes _____ No

I certify that the information provided above is true and complete, and I understand that if the information provided above is false, it may result in denial of employment or dismissal.

Employee Signature

Date

HR Representative Signature

Date



Revised June 2018