



Frontline Support Lead

Classification: Salary Non-Exempt

Reports To: Fredonia VP/Support Supervisor

Supervises: NA

Job Description

Position Summary

Serve as the primary, front-line contact for customers, accurately processing daily transactions such as deposits, withdrawals, and loan payments. Manage cash drawers, verify signatures, detect fraud, and cross-sell bank products. Frontline support staff must demonstrate exceptional customer service and attention to detail. This position is designated as "sensitive" due to the employee's ability to access highly confidential information.

Essential Duties and Responsibilities:

- Lead, mentor, and train staff, enforcing performance expectations and fostering continuous improvement
- Coordinate with Retail Banking Manager to hold weekly frontline support staff meetings
- Treat customers' business with confidentiality, adhering to the bank's confidentiality policy
- Assist customers with routine account-related requests such as funds transfers, automatic funds transfers, stop payments, inquiries about deposit products, service charges, ATM and debit card usage, limits, and charges, checking and savings transactions, funds availability, and check orders
- Research and resolve customers' problems and refer them to other bank personnel when appropriate
- Answer the telephone in a friendly, professional manner by the third ring if possible
- Process deposits by teller window, night drop, and mail following proper procedures and dual control requirements
- Examine deposited items to determine funds availability and when necessary, place holds and complete the Notice of Delayed Availability following compliance requirements
- Cash checks and negotiable instruments according to established guidelines and obtain supervisory approval for items outside of policy
- Identify counterfeit currency
- Monitor return mail and attempt to obtain updated information
- Open, set timers, and close the safe deposit/cash vault utilizing dual control
- Process and proof all bank daily transactions
- Identify large cash transactions and maintain accurate information for completing currency transaction reports
- Accept payments for loans and forward payments/information on to other departments as appropriate
- Process cash advances
- Issue official checks and cashier's checks obtaining approval and signatures as required
- Collect appropriate fees for products and services as outlined on the bank's fee schedule
- Follow cash protection procedures, ensure control and security of cash drawer; maintain cash drawer within established limits, balance cash drawer daily following balancing standards and over/short reporting when applicable
- Open new deposit accounts
- Follow security and audit procedures-be alert for suspicious cash, persons, and items

- Follow procedures for handling dormant accounts
- Complete assigned annual compliance training
- Balance the ATM weekly and add cash according to proper procedures
- Complete outgoing wire transfer request forms following established wire transfer policy and procedures

Competencies:

- Analyze information skillfully weighing risk of loss
- Identify and resolve problems
- Clear oral and written communication skills
- Teamwork oriented
- Proficient computer skills
- Perform several tasks simultaneously
- Handle stressful situations
- Manage interruptions efficiently

Work Environment and Physical Demands:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, calculators, printers, and fax machines.

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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The noise level in the work environment is usually quiet.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree from a four-year college or university; or five to seven years of related experience and/or training; or equivalent combination of education and experience.
- Lead, analyze, and interpret common technical journals, financial reports and legal documents
- Ability to define problems, gather data, establish facts and draw valid conclusions
- Knowledge of word processing software, spreadsheet software, e-mail software and use of the Internet

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of duties, responsibilities, or activities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

How to Apply:

Please visit www.firstoakbank.com and select Resources/Job Board/Apply Now