



Position Title:	Business Banking Associate
Date:	March 26, 2024
Department:	Retail Operations
Location:	Mangum
Supervises:	None
Reports To:	Retail Branch Manager
FSLA Status:	Non-Exempt
Pay Range:	

Summary of position:

Responsible for processing transactions accurately and efficiently in accordance with established policies and procedures. Delivers quality customer service by greeting and responding to customers promptly and courteously. Executes competent security procedures by being observant and informed about potential security risks.

Key job functions: *(Includes current duties, primary objectives, and responsibilities which are critical to the successful performance of the position)*

- Promote and maintain positive relations with all contacts, customers and potential customers
- Comply with all departmental and company policies and procedures
- Process monetary transactions of retail and commercial customers (i.e. cashier's checks, money orders, traveler's cheques, savings bonds, Visa gift cards, etc.)
- Maintain quality service to all customers by answering product and service questions; cross-selling related products and services and being courteous and responsive to all customers' needs
- Balance cash drawer to ensure accurate cash position
- Perform bank opening and closing procedures as needed
- Proactively seeks out and maintains knowledge of bank products and services
- Perform, correct, balance and submit branch capture items/batches in accordance with established procedures and time frames
- Resolve product or service problems in a timely manner by listening and verifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution or referring the complaint to the appropriate area; following up with the customer
- Contribute to team effort and customer service by answering customer telephone calls in a timely and appropriate manner
- Actively participates in the bank's customer satisfaction survey telephone calls
- Demonstrate knowledge of laws and regulations applicable to teller activities

- Exercise awareness in regards to suspicious activity, money laundering or fraudulent behavior as it relates to cash transactions and overall transaction activity and document any such behavior so SAR filings can be considered
- May train new employees and answer co-worker questions
- Completes quarterly regulatory training in a timely manner
- Other duties as assigned

Qualifications:

- Capable of maintaining confidentiality
- Ability to multi-task
- Ability to operate related computer applications and business equipment including copy machine, coin and money counting machines and telephone.
- Accuracy/good math skills
- Strong interpersonal skills
- Professional appearance.

Education and Experience:

- Bachelor's degree in Business Administration, Management, or related field, preferred.
- High school diploma or equivalent
- One year cash handling experience
- Previous experience in customer service position

Physical Demands: These physical demands are generally representative of the position.

- Hearing, speech, close vision
- Sitting, including computer use
- Driving with own transportation to other branches for meetings/workshops
- On occasions, may be required to lift and/or move up to 25 pounds
- Job responsibilities may include standing, walking, lifting, kneeling, and crouching

Sovereign Bank is an Equal Opportunity Employer