Job Description

Account Services Clerk –Account Review, Reconciliation, Reporting Clerk

Department: Account Services Clerk – Account Review, Reporting, Recon/Balancing Clerk
Grade:
Reports To: Account Services Manager
Direct Reports: None
Effective Date:
Revision Date: 9-11

SUMMARY:
Responsible for daily review of all new accounts for CIP compliance, Teller Balancing, Reporting information to the federal agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Review all new accounts for CIP compliance Log all exceptions to CIP exceptions for review by branches. Review all daily maintenance for required documentation.
- Daily balancing of Teller GL's to Teller's cash reported on Teller Insight report. Research and correct any outages.
- Daily reporting and balancing of Traveler's Express official checks.
- Report Savings Bond sales to Feds.
- Review stop payment for proper documentation.
- Review holds for proper documentation and verification within the Reg. CC rule requirements.
- Provide support, guidance and solutions to branch personnel in a timely manner as needed.
- Provide superior customer service to internal and external customers.
- Any other duties assigned by Manager or CFO.

SUPERVISORY RESPONSIBILITIES: N/A

SUPERVISION RECEIVED:
- Works under supervision of Account Services Manger

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
High School Diploma with a minimum of 1 year Accounting, Banking or Computer related experience. Previous banking experience preferred.

Knowledge, Skills and Abilities:
- Exceptional customer service skills, ability to deal with employees and public in a courteous, tactful and patient manner.
- Effective verbal and written communication skills.
- Exceptional phone etiquette.
- Proficient in use of basic computer software such as Word, Excel, Outlook.
- Willing to attend training sessions and communicate new process effectively if asked to other employees.

EQUIPMENT OPERATED:
- Copy/Fax machine
- 10-key calculator
- Typewriter
- Personal Computer

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics 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.

- While performing the duties of this job, the employee is regularly required to sit; use hands to handle, or feel objects, tools, or controls; and talk and hear. The employee is occasionally required to stand, walk, and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.