

 PROGRESSIVE BUILDING SOCIETY	Job Description - Staff
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JOB FAMILY:	Branch
JOB TITLE:	Customer Service Assistant (L1)
REFERENCE #:	Staff
LOCATION:	Various branches
REPORTS TO:	Branch Manager
CERTIFICATION STAFF:	No
T&C SCHEME LEVEL:	Level 1 – this role holder is not allowed to give advice or recommendation on any of the Society's regulated products or services. The post holder will remain competent to perform their role through supervision and review of their performance based on their skills, knowledge and behaviour.
JOB PURPOSE:	To provide excellent customer service to our Members including administration and support services
ROLE SPECIFIC TASKS:	➤ Ensure that branch / till is opened on time, ready to serve our customers at opening time. ➤ Accurate completion of Cash receipts and withdrawals. ➤ Guide customers on our range of savings accounts, ensuring that all features and benefits are adequately explained. ➤ Accurate account opening with minimal errors, seeking support from colleagues where required. ➤ Effective face to face, digital and telephone communication with customers and Head Office Departments ensuring that all appropriate information is gathered / explained to ensure good outcomes for customers. ➤ Supervised use of till 1, ensuring all cash is appropriately managed and banking accurately completed in line with cash handling procedures. ➤ Supervised production of letters to customers where required (e.g return of passbooks, issue of receipts). ➤ Accurately Scanning all end of day documents. ➤ Identify Vulnerable Customers and ensure they are given adequate support, seeking support from Manager / colleagues where required.

All Job Descriptions are subject to review and amendment at any time as dictated by Society needs.

I acknowledge receipt of this job description

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Signed Name :		Date:	
Print Name:			

Issue	Amendment History	Date
01	Initial Release	