

**CITIZENS NATIONAL BANK
JOB DESCRIPTION**

JOB TITLE: Video Banker

DEPARTMENT: Customer Service – Video Banking

SUPERVISOR: Customer Service Supervisor

FLSA STATUS: Non-Exempt

DATE: April 12, 2016

JOB PURPOSE

Responsible for remotely servicing customers at designated/assigned bank locations via interactive technological channels.

DUTIES AND RESPONSIBILITIES

1. Professionally and remotely processes customary teller transactions and/or customer service inquiries at designated/assigned bank locations via interactive technological channels.
2. Actively pursues opportunities to establish new relationships and to expand existing customer relationships.
3. Maintains technical knowledge of various bank products, services, and electronic delivery channels as defined by the customer service department standards.
4. Accurately completes necessary steps, paperwork and procedures within established guidelines to complete customer's requests for various services and products.
5. Efficiently interprets and explains bank charges, policies, procedures, special programs and rates in non-bank terms to ensure customer understanding of information being communicated.
6. Maintains compliance with various banking regulations.
7. Proactively advises management of irregular or recurring problems and suggests improvements to better service the customers.
8. Maintains the customer's confidentiality.
9. Proactively serves as a liaison for the customer and takes ownership of customer problems. Pursues solutions on behalf of the customer and independently resolves issues.
10. Maintains a professional appearance and behavior.

CONTACTS

Daily contact with customers at designated/assigned bank locations, supervisor, and co-workers in the customer service department. Occasional contact with other bank departments and managers.

SPECIFIC REQUIREMENTS

1. Associates degree or equivalent experience.
2. Excellent verbal communication skills.
3. Professional appearance and behavior.
4. Ability to explain and/or cross-sell bank products and services.
5. Excellent customer service skills and a sincere desire to help customers.
6. Ability to work independently and as a team with excellent time management skills.
7. Knowledge of various personal computer programs and various electronic delivery channels. Proficient with internet, mobile banking, and other technologies.
8. Ability to independently and effectively resolve all customary and usual service inquiries.

PREFERRED REQUIREMENTS

1. One or more years of experience in a bank or other financial institution.
2. Ability to quickly learn and effectively use various types of evolving technologies to service customers.
3. Familiar with the bank's core accounting system.
4. Comprehensive knowledge of banking rules and regulations.
5. Detail oriented.
6. Knowledge of various banking departments.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Ability to speak and communicate clearly through an interactive technological channels such as video screens and microphones.

NOTICE

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.

5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee

Department/Division Manager

Date

Date