



## JOB POSTING NOTICE

**Position:** Lead Service Specialist

**Location:** Sulphur Springs, TX

**Hours:** Monday - Friday: 7:00 am – 5:00 pm  
(ability to cover other locations; opening and closing)

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### POSITION PURPOSE

In addition to performing as a commercial and savings teller, this position has the general responsibility of supervising the teller functions, including the employees in that area. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

### SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

1. Ability to read, write and speak the English language, bilingual helpful.
2. High School diploma (or equivalency).
3. Two (2) years' experience in banking or a job-related field or a combination of education and experience providing equivalent knowledge.
4. Ability to prioritize own tasks and responsibilities to ensure that excellent service to our customers is accomplished before most administrative functions are processed.
5. Experience in a supervisory position is a plus; ability to use judgment and make decisions.
6. May consider cash handling, customer service, and/or administrative skills.
7. Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
8. Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
9. Ability to handle bank and customer transactions with a high level of confidentiality.
10. Schedules are prepared based on business needs and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
11. Ability to stand, bend, stoop, squat, and kneel.
12. Ability to lift 50 lbs.

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Personify Alliance Bank's mission statement of *The best in all we do.*
2. Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
3. Provides professional services to the bank's customers by prompt acknowledgment of the customer, maintains a friendly and courteous demeanor, ensures customer satisfaction on transaction requests, and presents a professional image.
4. Accurately and efficiently complete customer transactions, including but not limited to:
5. Cashing Checks, receiving deposits, savings account transactions, change orders, processing transfers, loan payments, redeeming bonds, cash advances, cashier checks, gift cards, money orders, safe deposit box payments.
6. Accept account maintenance forms such as but not limited to change of address request, and request to reactivate dormant accounts.
7. Accept and require updated Photo ID from customers for maintenance/update account information.
8. Responsible for the training of departmental employees on the use of the online teller system, including both Browser and Green Screen.
9. Supervise Service Specialists to ensure the highest quality of performance.
10. Ability to understand a customer's profile and account history to detect unusual activity and report suspected fraud.

***This is a summary of the requirements and essential functions.  
The full job description is available upon request.***

**Qualified applicants should submit a resume to [HR@Alliancebank.com](mailto:HR@Alliancebank.com).**



**AN EQUAL OPPORTUNITY EMPLOYER**