

JOB POSTING NOTICE



POSITION: Service Specialist

LOCATION: Sulphur Springs, TX

SCHEDULE: Monday - Friday 8:00 am - 6:00 pm
(ability to work rotating shifts based on branch needs.)

POSITION PURPOSE

This position processes a variety of basic customer account transactions and provides prompt, courteous, and friendly service. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Personify Alliance Bank's mission statement of *The best in all we do*.
- Ability to read, write, and speak the English language; bilingual helpful.
- One (1) year of experience in banking or job-related field or a combination of education and experience providing equivalent knowledge.
- One (1) year of customer service or cash handling experience.
- Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
- Ability to prioritize own tasks and responsibilities to ensure that excellent service to our customers is accomplished before most administrative functions are processed.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- Ability to operate basic office equipment including a PC with job related software.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Knowledge of state and federal regulations.
- Knowledge of Alliance Bank's policies and procedures, products, and services.
- Actively sell and cross-sell bank services.
- Provide prompt, courteous, and friendly service.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Personify Alliance Bank's mission statement of The best in all we do.
- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- 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.
- Accurately and efficiently complete customer transactions, including but not limited to:
 - 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.
 - Place appropriate holds using the Reg CC Funds Availability Guide and recommended hold options in Teller.
 - Accept account maintenance forms such as but not limited to change of address request, and request to reactivate dormant accounts.
 - Accept and require updated Photo ID from customers for maintenance/update account information.
 - Create temporary checks and deposit slips for customers.
 - Balance and process work through teller capture.
 - Ability to understand a customer's profile and account history to detect unusual activity and report suspected fraud.
 - Follow guidelines and procedures located in Service Specialist Manual.
 - May perform vault duties such as ordering/shipping currency and coin and distributing money to other service specialists.

Qualified applicants should submit a resume to HR@Alliancebank.com.



AN EQUAL OPPORTUNITY EMPLOYER