



Receptionist/Administrative Support

Job Classification: Full-Time, Non-Exempt

Reports to: EVP/Chief Operations Officer

Position Summary

This position provides general office support, including a variety of clerical activities, with an emphasis on unexcelled customer service. This person will be responsible for answering incoming calls, greeting and directing visitors to appropriate associates, and supporting in a number of different functions. Also responsible for distributing mail, requisitioning supplies, as well as additional administrative duties.

Principal Duties and Responsibilities

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, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Answers telephone and directs the caller to the appropriate person or department.
2. Takes and delivers messages for various personnel, if unavailable.
3. Provides callers with information such as company address, locations, company website, and other related information.
4. Process daily transactions via Branch Capture.
5. Retain and destroy daily work as per retention policy.
6. Monitor, control, and order office and lounge supplies.
7. Maintain equipment and report any malfunctions.
8. Setup meetings and organize catering, when allowed.
9. Assists with other related clerical duties, as needed.
10. Provide customer support via call center to customers, as needed.
11. Work as a team to support other deposit operations and corporate personnel.
12. Perform all other related duties as assigned.
13. Complies with federal and state regulations and all established bank policies and procedures.

Other Responsibilities

- Support and promote the Bank vision, mission and core values, organizational structure and policies and procedures.
- Highly focused, able to rapidly determine key priorities, clearly communicate the priorities and ensure resources are properly aligned.

- Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.
- Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Completes tasks on time or notifies appropriate person with an alternate plan.
- Good interpersonal and communication skills, verbal and written.
- Consistently at work and on time; ensures work responsibilities are covered when absent.
- Possess a positive and professional attitude.
- Other duties as assigned.

Education and Experience Requirements

- High school diploma or general education degree (GED)
- Two (2) years of banking, office or retail experience
- Previous telephone operation/receptionist experience preferred
- Proficient in Microsoft applications
- Bilingual, English and Spanish, speaking preferred.