



East Cambridge Savings Bank's Retail Division is actively recruiting for **Full-Time Customer Service Associates**.

Function:

Under the general supervision of a Banking Center Supervisor, or Business Development Sales Manager, perform a wide variety of customer initiated transactional services and related accounting/clerical tasks.

We are looking for a candidate with:

- Minimum of 1 year cash handling experience. Teller experience or Retail Banking preferred.
- Demonstrated sales skills and customer service experience in retail environment
- Excellent interpersonal and communication skills
- Must be a self-starter with ability to work independently
- Ability to take initiative
- Must be available to work evenings and every other Saturday

Essential Job Functions:

- a. Buy/sell teller cash to maintain authorized amounts.
- b. Greet and assist customers in a professional and personally responsive manner in accordance with East Cambridge Savings Bank's Customer Service Standards. Communicate general banking services information, and promote products and services. Direct customers to appropriate retail staff as needed, refer any problem situation to supervisor.
- c. Responsible for making referrals based on predetermined sales goals on a monthly/annual basis in accordance with the Bank's Customer Service Standards. Sell and cross-sell products and services to new and existing customers. Be knowledgeable and understanding of the customers' needs by conducting a needs analysis.
- d. Accept and process customer transactions through computer terminal.
- e. Cash customers' checks in accordance with Bank policy. Enter check holds and provide customers with appropriate hold notices. Sell money orders, treasurer's and travelers' checks; and redeem U.S. Bonds. Process cash advances.
- f. Complete all required Bank Secrecy Act training annually and maintain knowledge of current BSA related policies and procedures. To assist with Bank Secrecy Act compliance, recognize and document currency transactions and checks purchased in excess of \$10,000, as well as checks purchased between \$3,000-\$10,000. Identify and report potential suspicious activity.
- g. Ensure proper documentation and accuracy of each transaction. Verify posting items, bond redemption forms for completeness and accuracy. Verify all cash transactions, double check incoming and outgoing cash.



- h. Train Clerk/Tellers in entry-level work, customer service standards, procedures and services. Evaluate work performance.
- i. Take computer totals and reconcile individual daily work - which involves: balancing daily work ensuring that all documentation is in order (i.e checks balance) and cash in proof.
- j. Open and close all types of products. Enter holds and provide customers with appropriate notice. Ensure that disclosures are completed and distributed to customer. Process related documents and distribute to appropriate departments on a daily basis.

Contact our Human Resources Division or visit www.ecsb.com/careers for more details and to apply.

Or submit your resume to:

Email: recruit@ecsb.com Fax: 617-252-6877 Phone: 617-354-7700

East Cambridge Savings Bank, Attn: Human Resources
344 Cambridge Street Cambridge, MA 02141

East Cambridge Savings Bank is an Equal Opportunity Employer