



Telephone Receptionist

Operations, 371 Summer Street, Somerville, MA 02144

Position Summary:

This position performs a variety of receptionist and clerical duties in conformance with established Bank policies and operating procedures.

Primary Responsibilities:

- Performs duties as Telephone Receptionist by receiving and forwarding incoming telephone calls to appropriate parties. Assists customers with bank related issues.
- Processes all incoming mail. Balances daily all payments processed and checks received. Logs returned mail items.
- Indexes signature cards from all offices and compares to savings report to ensure all accounts are captured. Scans and indexes proxy cards.
- Deluxe check orders – Review check order submissions or enter customer data for new check orders or reorders.
- Prepares and mails account letters for customers on new deposit products and Certificates of Deposit.
- Logs Consumer Checking Account Protection Authorization Forms.
- Encodes and submits bonds via WebCapture
- Performs administrative duties such as typing, filing or routine clerical duties as may be assigned or requested by the Human Resources Assistant and/or other Operations staff.
- Backup to Safe Deposit Box Department
- Prepares materials and refreshments for all office meetings for both internal and external groups meeting at the Operations Center and tracks expenditures for same.
- Provides assistance on an as needed basis and assists with special projects as required.

This job description is not a contract for employment. The tasks stated are the general and ordinary duties of the position and may be subject to change at any time due to business needs, staffing issues, banking requirements, reasonable accommodation or other reasons. From time to time other duties, both related and unrelated to your job description, may be assigned and, therefore, required and nothing in this job

description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Education & Experience:

- High school diploma or equivalent.
- Six months baking or receptionist experience.
- Must have good communication and typing skills.
- Ability to utilize various types of office equipment, including computer terminal.

Physical/Work Conditions:

In the performance of respective tasks and duties, the employee is expected to successfully perform the essential functions of the position. Reasonable employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. While performing duties the employee is required to sit, bend, walk, talk, hear, pull, push, may be required to lift up to 20 lbs., and will be required to work evenings and/or weekends as the branch schedule dictates, attend remote meetings and/or to travel.

Company Conformance:

In the performance of respective tasks and duties, the employee is expected to successfully perform quality work within deadlines with or without supervision, interact professionally with other employees, customers and vendors (if applicable); work independently and as a team while understanding the necessity for communicating and coordinating work efforts with other employees and organizations and act in the Bank's best interests.

Bank Secrecy Act: ~~

In the performance of respective tasks and duties, the employee is expected to maintain knowledge of and ensure compliance with Bank Secrecy Act regulations and all other regulatory, security and bank policies and procedures.

Privacy:

All personal and financial customer information will be maintained in compliance with laws and regulations designed to secure that privacy. It is expected that all bank employees will comply with the policies and procedures the bank has in place or face discipline up to and including termination of employment.

The Bank offers competitive wages and an excellent benefits package for full time employees, which includes Medical, Health Reimbursement Arrangement, Flexible Spending Account, Dental, Life, Disability, Retirement, a 401(k) plan and Continuing Education Reimbursement. For more information about Winter Hill Bank please visit our website at www.winterhillbank.com.

Interested candidates should forward their resume to:

Winter Hill Bank
371 Summer Street
Somerville, MA 02144
Attention: Christina O'Kane
Fax number (617) 629-3327

or

E-Mail: csokane@winterhillbank.com

*Winter Hill Bank is an equal opportunity employer where job applicants will be treated fairly without regard to their race, color, religion, sex, sexual orientation, gender identity and national origin.
EOE- Minorities/Females/Disabled/Protected Veterans.*