SbLogo-cmyk.eps Title: Retail Banking Operations Intern  
Position Description Reports to: Retail Branch Manager Status: Part-Time/ Temporary  
  
  
**Retail Banking Operations Intern  
Position Description**

This position is primarily responsible for providing excellent customer service with enthusiasm, accuracy, and efficiency; and maintaining the integrity of our customer information data base.

**Performance Dimensions**

•Greets and assists customers, responds to customer inquiries  
•Performs customers transactions   
•Enhances customer relationships by consultatively selling relevant products   
• Opens and maintains customer accounts, performs related tasks, and cross-checks set up and   
 maintenance performed by other retail banking team members  
•Assists customers in establishing and maintaining access to electronic banking services   
•Orders and services consumer debit cards   
•Processes daily statements, notices, reports, and interest checks  
•Processes daily exceptions  
•Reviews activity reports

•Performs data base maintenance and clean up

**Teamwork Dimensions**•Demonstrates respect for co-workers, contributes to a positive work environment  
•Works collaboratively with the team  
•Adheres to established bank policies and procedures  
•Demonstrates understanding of, and compliance with, governing regulations and laws  
•Maintains a neat and professional personal appearance and work area

**Required Skills and Experience**• Minimum of a high school diploma   
•Competence with MS Office products and general office equipment  
• Previous banking, cash handling, customer service and/or sales experience preferred  
•Excellent verbal and written communication skills

**Position Description**This position has frequent contact with internal and external customers. This position will regularly have access to confidential customer information and cash. This position reports to (TBD).

**Work Conditions**Tasks are performed primarily in an office setting and require the ability to sit or stand for prolonged periods of time. Prolonged visual concentration at a computer monitor can be expected. Employee must be able to lift up to 10 pounds on an occasional basis. Interns will typically work 15-20 hours/ week.

This description is meant as an overview of the Retail Banking Operations Intern position and is not intended to describe all tasks which the employee may be asked to perform. Changes may be made to this description at any time at the discretion of the bank. Reasonable accommodations may be made to assist qualified individuals in completing the essential functions of the position.