



JOB DESCRIPTION

JOB TITLE: Lobby Coordinator

FLSA STATUS: Non-Exempt

DEPARTMENT: Human Resources

REPORTS TO: Corydon Branch Manager

SUMMARY DESCRIPTION

This position is the voice of First Harrison Bank and efficiently and courteously welcomes, directs, and assists customers, visitors, and callers. This position supports a positive lobby experience, assists with basic customer service needs, and helps ensure customers are connected to the appropriate banker, officer, or manager.

RESPONSIBILITIES INCLUDE

- Is responsible for building relationships with customers --internal and external.
- Welcomes every customer as they enter the branch and ensures each customer feels acknowledged and valued.
- Determines the purpose of each customer visit and directs customers appropriately to the correct team member.
- Manages lobby traffic to minimize wait times and provides updates to customers if delays occur.
- Resolves simple customer concerns before they escalate and notifies the appropriate manager or officer when additional assistance is needed.
- Educates customers on Banking Butler, mobile deposit, bill pay, and other available self-service options.
- Assists customers with debit card needs, including printing cards, assisting with card-related requests, and helping with dispute processes as appropriate.
- Updates customers contact information according to bank policy.
- Maintains lobby television and displays as assigned.
- Keeps the lobby clean, organized, professional, and welcoming.
- Is primary person answering incoming calls and connecting calls appropriately.
- Provides notary services, as needed.
- Assists with non-cash deposits in accordance with bank policy.
- Performs other duties assigned by Branch Manager, Asst Branch Manager, or Director of Retail Banking.
- Responsible for adherence to bank's operational compliance and security policies and applicable state and federal laws.
- Is committed to on-going professional development and actively participates and advocates the bank's training and development programs and commitment to learning.
- Willingness to participate in key community organizations, civic organizations, and projects.

REQUIREMENTS FOR POSITION (KNOWLEDGE, SKILLS AND ABILITIES)

- High School Diploma or equivalent.
- 1-2 years previous customer service experience required.
- Previous banking or financial services experience desired.
- Presents a professional image in dealing with customers, interdepartmental and external representatives.
- Have a high degree of interpersonal skills, attitude, judgment, communication, and the ability to effectively interact with customers and employees.
- Ability to exercise personal and professional responsibility and work with limited direction.
- Must be able to use tact and diplomacy and communicate effectively via telephone, letters, personal contact, etc.

- Ability to use various office equipment including, telephone, computer and basic e-mail, internet, Excel, Microsoft Word.
- Knowledge and understanding of, and adherence to, the Bank's Code of Conduct
- **CRA REQUIREMENT:**
Expected to understand the bank's obligations under the Community Reinvestment Act and how to fulfill them. Expected to cooperate with and support the bank's CRA program. Will be held accountable for any lack of cooperation that weakens the bank's CRA performance, as reflected in internal audits, agency examinations, and/or community projects.

WORK ENVIRONMENT

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Regular office conditions.
- Extensive contact with the general public
- Short distance movement of coin bags, which may weigh as much as 50 pounds.

This job description is not intended to be and should not be construed as an all-inclusive list of the responsibilities, skills, or working conditions associated with the position. While this job description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add, or remove duties and assign other duties as necessary.