

Luther Burbank Savings Job Description

Job Title: Savings Counselor

Department: Savings

FLSA Status: Non-Exempt

Job Number: 755

Reports To: Asst. Branch Mgr. and/or Asst. Operations Officer and/or Operations Officer

Last Revision: 01/25/2006

Summary: Receives and pays out money, and keeps records of money and negotiable instruments involved in financial transactions by performing the following duties.

Essential Duties and Responsibilities

- Receives checks and cash for deposit, verifies amount, and examines checks for endorsements.
- Cashes checks and pays out money after verification of signatures and customers' available balances.
- Enters customers' transactions into computer to record transactions, and issues computer generated receipts.
- Places hold on accounts for uncollected funds.
- Orders/ships daily supply of cash, and counts incoming cash within authorized/assigned limits.
- Balances currency, coin, and checks in cash drawer at end of shift and compares totaled amounts with data displayed on computer screen.
- Issues association checks, traveler's checks.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy.
- Other duties may be assigned.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.
- Oral/Written Communication - Speaks clearly, professionally in positive or negative situations. Writes clearly and informatively.
- Mathematical Ability - Accurately completing mathematical equations.
- Problem Solving - Identifies and resolves problems in a timely manner.
- Organizational Support - Completes administrative tasks correctly and on time, supports organization's goals and values.

Education and/or Experience

High school diploma or general education degree (GED); or related experience and/or training; or equivalent combination of education and experience. Previous cash handling experience required, prefer banking background. To perform this job successfully, an individual should have knowledge of Word Processing software.

Physical Demands

While performing the duties of this job, the employee is regularly required to stand, use hands and fingers, talk and hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to sit. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.