



Receptionist

DEPT./LOCATION: South La Crosse

REPORTS TO: Branch Manager

CLASSIFICATION: Non-Exempt/Part-Time

Position Summary:

This position is responsible for greeting, welcoming and directing customers to appropriate departments at River Bank. The receptionist is also responsible for answering the phone at their assigned branch and responding to customer inquiries.

Duties and Responsibilities:

1. Welcome customers by greeting them, either in person or via telephone/email, and assist them in answering their questions either directly or through a referral.
2. Forward calls as needed to appropriate department or personnel.
3. Take and retrieve messages.
4. Receive, sort and forward incoming mail.
5. Assist in the completion of reports and other documents as directed by supervisor(s).
6. Assist with other clerical duties such as photocopying, faxing and filing.
7. Assist in maintaining the appearance of the lobby by sweeping, vacuuming, and dusting as needed.
8. Other duties as assigned by supervisor.

Desired Knowledge, Skills and Abilities:

1. Excellent customer service skills.
2. Knowledge of River Bank's products and policies.
3. Ability to work well under pressure, sometimes in a fast-paced environment.
4. Strong communication and organizational skills.

Position Requirements:

1. High School diploma or GED preferred.
2. Cash handling and/or sales experience.
3. Prior Customer Service experience.

Work Environment/Physical Demands:

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will



alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 25 pounds of office supplies and/or documents throughout work shift.

Acknowledgement:

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job, and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by Management. All requirements are subject to change over time, within Management's sole discretion, and to possible modification to reasonably accommodate individuals with a disability.

Print Name

Signature

Date