The Sr. Service Representative (Bilingual - Spanish) will participate in promoting initiatives that define great customer experience. Will support the service team (Service Representatives) including development, coaching, training, projects as assigned, monitoring of work, and support to branch management with day to day administration of banking operations around responsibilities performed by the service team. The Sr. Service Representative will also act as a back up to the Service Manager on an as needed basis.As a high performing team member of Harris Bank, the Sr. Service Representative will also create a positive image of the bank in the minds of customers by delivering efficient, professional and timely customer service in the performance of a variety of banking services and special customer service transactions. The Sr. Service Representative is also accountable for referring prospects to team members to deliver clarity (simplicity, guidance, and know-how) to our customers.

KEY AREAS OF ACCOUNTABILITY

* Service Team Performance
* Superior Customer Service that Defines Great Customer Experience
* Product Knowledge and Referral Development (Simplicity, Guidance, and Know-How)
* Risk Management

ACCOUNTABILITIES

Service Team Performance

* Participates in providing support for service team (Service Representatives) as needed including goal setting, development planning, training, and coaching.
* Trains and coaches service team as needed insuring staff possesses necessary skills to understand and execute transactions and proactive in offering suggestions and options.
* Assists Service Manager with maintaining and monitoring daily schedules/assignments, vacations and other operational scheduling.
* Participates in team building, and training relative to all operational and sales policies and procedures, problem solving and sensitive customer relations issues.
* Ensures Service Representatives provide customers with professional and courteous service
* Completes all daily responsibilities of the Service Manager in his/her absence
* Ensures all service representatives adhere to all policies, procedures, and directives.

Superior Customer Service

* Provides professional and courteous service in providing a wide variety of day-to-day and special service customer transactions.
* Supports bank management with administration of branch operations, including completion of audits, maintaining joint custody and processing of internal entries.
* Supports professional bank image by ensuring care for the branch environment and professional appearance of Service Representative staff
* Attends and participates in branch meetings as appropriate and assigned.
* Performs additional duties as assigned.

Product Knowledge and Referral Development

* Identifies customer needs and matches needs with appropriate product or service, utilizing opportunities to suggest or cross-sell other bank products and services.
* Makes qualified referrals to other team members including other lines of business.
* Meets or exceeds all personal referral goals as defined.
* Participates in all training relative to bank products and services.
* Supports bank’s community involvement and participates in community activities as required.

Risk Management

* Identifies risks associated with regulatory compliance, overdraft authority and bank secrecy act
* Adheres to all bank policies, directives and procedures
* Ensures all necessary documentation is completed for all transactions.
* Maintains cash supply at each service representatives’ window, vault and oversee vault security and teller alarm equipment
* Ensures all security measures are followed.