

Position Description

Date of Creation: December 2020
Position Title: Senior Member Service Officer (Senior Personal Banker)
Department: Retail
Location: Canberra network
Reports To Position: Area Manager
Direct Reports: Member Service Officers

Organisational

SERVICE ONE Alliance Bank (SERVICE ONE) is a 100% customer-owned mutual and social enterprise, with Branches across the ACT and South Eastern NSW. SERVICE ONE has approximately 20,000 customers (known as our Members) and we are known for our professional and personal approach. SERVICE ONE provides customers with access to a wide range of financial, banking and community solutions.

At Service One we instil a culture that acknowledges staff are an integral part of achieving our goals and actively invest in, develop and empower our people to assist Members with their financial needs and make dealing with us as easy as possible.

Part A: Job Specification

Job Purpose

The Senior Member Service Officer is responsible for the operation of the Branch to ensure remarkable Member service and sales to all Members in the area.

They are also responsible for leading and guiding their team to deliver an efficient and professional and sales approach aimed at meeting the performance objectives of the branch acting as the Officer in Charge.

Reporting & Relationships

The Senior Customer Service Officer reports directly to the Area Manager and has direct reports that include Member Service Officers (Person Bankers).

Key Accountabilities

KEY RESULT AREA	ACCOUNTABILITY
Member	<ul style="list-style-type: none">)] Ensures provision of high Member service to always exceed the Member's expectations)] Identify and help Members reach their goals by offering banking solutions relevant to their needs)] Carries out the branch transactional duties of a Member Service Officer/Personal Banker ensuring prompt service to Members)] Build strong and established connections with our Members through engagement
Risk	<ul style="list-style-type: none">)] Maintains a high level of awareness of SERVICE ONE's cash management procedures, security processes and other operational procedures)] Provide assistance to team members and ensure they are fully trained in procedures and processes.)] No loss due to non-compliance with security procedures)] No fraud is shown by external audit reviews and reports
Financial	<ul style="list-style-type: none">)] Actively seeks new opportunities by pro-actively targeting new Member sales opportunities)] Conduct Member Calling programs (Unpuzzle) to meet the growth expectation)] Execution of business building strategies to enhance Member experience and advocacy)] Consistently demonstrate competence and skill in cross selling other products)] Product and service level targets are achieved as set by the Area Manager
People	<ul style="list-style-type: none">)] Acts as a team leader, directing and supervising staff to realise strong career prospects and improved employee engagement for SERVICE ONE)] Motivates, trains and develops branch staff
Values	<ul style="list-style-type: none">)] Exemplifies SERVICE ONE values in every interaction with Members, staff and other stakeholders.

Special Requirements

Work out of hours may be required on occasion
Participation in local community initiatives encouraged

Part B: Person Specification (Minimum Requirements)

Knowledge & ability

-) *Extensive customer service experience*
-) *Banking and finance experience*
-) *Works autonomously and under limited supervision*
-) *Leadership skills to coach and mentor*
-) *Leads the branch in all transaction and cash handling duties*

Technical, qualification & business Skills

Minimum Qualifications

-) *FSRA Accreditation Tier 2, Deposit Taking & Non Cash Payment Facilities & General Insurance*

Assessments Required:

-) *Reference check (2)*
-) *Police, insolvency and regulatory checks*