



JOB POSTING

Available Position			
Customer Service Supervisor	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	Hours: 38

Posting Open	Location	Reports To	Department/Branch	Posting #
11/15/2011	Dickinson County	V.P. Commercial Loan Officer	Kingsford Office	3166879

Salary Range	Supervises	FLSA Status	
\$11.50 to \$14.00 per hour	Customer Service Personnel	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-exempt

Primary Responsibilities The primary responsibility of this position will be meeting, greeting and speaking with customers about the bank's products and services. Candidates will need to be comfortable and able to form relationships with customers to determine and provide the best products and services for each customer based on their individual needs and lifestyle. In addition, this position will be responsible for the scheduling and supervision of the customer service personnel. As such, candidates will need to provide "hands on" assistance to customer service staff as needed. Hours of this position will be scheduled between 8:30 a.m. and 4:30 p.m. Monday through Friday and Saturday mornings on a rotating basis. Position is located at our Kingsford Office at 345 S. Carpenter Avenue in Kingsford.

Minimum Requirements This job requires a high school diploma and four years documented customer service experience with a minimum of two years in a financial services position. In addition, candidates must have computer proficiency in MS word and Excel, prior cash handling experience and a professional demeanor and presentation.

Preferred Qualifications Preferred qualifications will include some college education and documented supervisory experience. Also preferred is prior teller experience and/or experience in opening new accounts.

How to Apply Candidates who believe they are minimally qualified may apply in person at any of our thirteen Upper Peninsula locations. Three in Marquette; two in Negaunee; two in Calumet; one in Harvey; one in Kingsford; one in Quinnesec; one in Lake Linden; one in Houghton and one at Koski Korners in Champion. Call 906-475-4151 for specific directions to a location.