



Customer Service Manager (CSM)

First Resource Bank, headquartered in Exton PA, is looking for a Customer Service Manager for our West Chester location.

The Customer Service Manager is a forward-thinking leader, capable of recognizing growth opportunities and coaching team members to capitalize on them. This person inspires the best out of people and helps the Bank build an army of raving fans. This person sets and maintains a welcoming and upbeat atmosphere in the branch and drives the execution of daily tasks and periodic projects. Primarily, this team member will be responsible for ensuring the operational excellence of the branch in accordance with all federal and state banking regulations. A secondary focus of this team member will be stimulating deposit growth. They will help grow deposits by ensuring the branch team delivers hospitable service, uncovers banking needs, offers educated solutions, and asks for online reviews and referrals. At the core of the Customer Service Manager's leadership style is empathy, charisma, and drive.

Primary duties include, but not limited to:

- Deliver a Raving Fan experience to our employees and customers
- Ensure our customers receive a Raving Fan experience from all team members
- Cultivate a welcoming environment that is palpable to everyone who walks in the branch
- Onboard all new team members using a methodical and measured approach; focus especially on communicating the "why" behind each written policy, procedure, and initiative
- Identify and capitalize on coaching opportunities with team members each day
- Ensure operational excellence in compliance with all federal and state banking regulations
- Manage Cash-in-Branch on a daily basis so that adequate denominations and amounts are readily available to meet the customers' needs while remaining within limits
- Ensure the accurate processing of account transactions such as deposit, withdrawals, transfers, and cashier checks
- Ensure the accurate opening and maintenance of deposit accounts, with a priority focus on our Security, CIP, and BSA/AML policies and procedures
- Meet or exceed deposit growth goals by coaching team members to proactively ask pointed questions that uncover banking needs and to further explain the benefits of products and services that meet those specific needs
- Ensure the consistent and timely documentation of deposit growth efforts and results on employee pipelines
- Identify above and beyond employee performances and make time to acknowledge and applaud them
- Identify shortcomings in employee performances, teach them how to do better and develop action plans for which you will hold them accountable
- Lead a morning huddle with the team and drive the planning and execution of daily tasks throughout the day
- Initiate ongoing communication with branch team through huddles, one-on-ones, coaching, and annual reviews
- Take ownership of customer issues and follow through with them until resolution
- Maintain professional courtesy and calmness when addressing difficult financial matters with prospects and customers
- Question status quo and be the catalyst for positive change when you identify opportunities for us to do better
- Spot check and sweep the branch periodically throughout the day to ensure progress on all outstanding action items and to ensure all non-public information is kept in a secure location
- Prepare for all team meetings and actively participate in them
- Proactively and preemptively develop succession plans; ensure one or more back-ups can effectively execute the expectations of each position, including your own

- Identify and coordinate professional and career development opportunities for and with the employees

Skills / Requirements:

- High school diploma or equivalent
- 5+ years of business banking knowledge required, along with the understanding of banking industry standards and best practices
- 7+ years of customer service experience required
- Hands-on, upbeat, egoless leadership style with 2+ years of leadership experience required
- Lead a team of 2-4 branch employees
- Oversee the professional and career development of the team members
- Oversee the execution of all policies, procedures, and initiatives performed by the team members
- Responsible for writing and communicating performance reviews, and if appropriate, employee warnings and progressive action plans for improvement
- Proficient written and verbal communication
- Ability to make sound judgement calls spontaneously
- Ability to develop, communicate and manage plans of action
- Ability to coach successful behaviors
- Ability to work a minimum of 2 Saturdays each month
- Flexible schedule and ability to travel
- Proficient in Microsoft office products, particularly Excel and Word
- Experience with Jack Henry and Profit stars systems is preferred
- Active volunteerism in the community is encouraged

At First Resource, you will enjoy an incredible family-style, community-focused atmosphere. Our excellent benefit package reflects the respect and appreciation we have for our team members. Because we are rapidly growing, there are many opportunities for advancement.

We offer:

- Excellent annual compensation commensurate with experience
- Health, dental, vision, short and long term disability and life insurance
- Enrollment in 401K plan with company contribution (after 6 months of service)
- Optional enrollment in ESPP stock plan (after 6 months of service)
- Ability to earn additional income in the quarterly discretionary bonus plan
- Paid time off
- Additional days off for Federal Holidays

First Resource Bank is an Equal Opportunity Employer

Send resume, cover letter and salary requirements to HR@FirstResourceBank.com to apply