

Job Title: Receptionist  
Location: 106 N. 2<sup>nd</sup> Ave., Ozark

**SUMMARY:**

Under general supervision, but following existing policies and procedures as well as all applicable banking laws and regulations, greets and directs customers to appropriate personnel. Administratively supports the Loan Department including the digital imaging and retention of the bank's applicable documents and miscellaneous projects as assigned.

**JOB SPECIFICATIONS:**

High School Diploma or equivalent. Prior Receptionist and Loan Operations experience preferred. Prior experience with a multi-line phone system. Excellent oral and written communication skills. Proficient in MS Word, Excel and Outlook. Ability to organize, multi-task, determine priorities. Basic Accounting Skills. Ability to maintain confidentiality. Comfortable working both independently and as a team. Very detail oriented.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Greets all lobby customers promptly and assists them as necessary in a timely and friendly fashion.
2. Answer all incoming calls and direct them to the appropriate party.
3. Assists officers and vault/platform in any capacity needed.
4. Responsible for preparing documents for scanning if needed. This includes removing staples, sorting various types of documents, and reviewing documents for necessary index values.
5. Responsible for scanning documents. Is knowledgeable of the functionality of the hardware and software (including profiles and software tools required). Retrieve and review digital images for quality and accuracy.
6. Responsible for indexing documents. Is knowledgeable of the imaging software as well as the applicable indexes and index values to be used for various documents. Reviews each digital document for those applicable index values.
7. Maintains bank-wide telephone list. Verifies Loan Department time card information. Collect Casual for a Cause donations.
8. Act as a backup for processing paid notes, Vault Duties, and Board Report preparation.
9. Process denials and file them.
10. Process insurance daily via mail and create insurance letters through Seattle.
11. Perform daily balancing of Officer Laser Checks.
12. Track the maintenance and usage of bank vehicles, and schedules their usage.
13. Balance expense checks once weekly.
14. Complete all other special projects, reports and duties as assigned.

**WORK ENVIRONMENT / PHYSICAL WORK CONDITIONS:**

- Working hours: Monday – Friday 8 a.m. to 5 p.m.
- May work in an isolated environment.
- Ability to move, lift and carry 40 lbs.
- Ability to move and position self to perform tasks.