

Lincoln National Bank Job Description

Department: Operations
Position: Receptionist
Reports to: Operations Manager or Deposit Coordinator
Pay Classification: Hourly – Non-exempt

Purpose of Position: The purpose of this position is to answer all incoming calls, directing the calls to the proper individual or department and providing friendly customer service and greeting all customers.

Education, Training & Experience:

- Prefers a high school diploma or equivalent.

This position has no supervisor responsibilities.

Physical and Mental Qualifications

- Must sit for extended periods of time (95%).
- Requires reaching & handling.
- Requires speaking, hearing and seeing.
- Must have hand dexterity to operate computer and phone.
- Able to react and adapt to change.
- Verbal and written communication skills.
- Organization and time management skills.
- Problem Solving.
- Communication Skills.

Essential Job Duties:

- To answer most of the incoming phone calls.
- To greet all customers and maintaining awareness of those who seem to be lost or searching for guidance of who to speak with.
- To maintain an awareness of the functions of all departments and areas of the bank in order to direct calls to the proper area.
- To assist with other administrative assistant office work and duties as needed.
- BSA responsibilities: Must be aware of BSA policy.

This job description denotes essential functions of the job. Lincoln National Bank promotes an equal opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.

Lincoln National Bank reserves the right to modify, interpret or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position.