BRIDGEVIEW BANK GROUP

JOB DESCRIPTION

Job Title	Safe Deposit Administrator		
Reports to	Branch Manager	*EE Type*	Non-exempt

POSITION PURPOSE

Control the entry and exit of authorized customers into the safe deposit vault, maintain all records pertaining to safe deposit boxes, perform related customer service, and other routine clerical duties.

COMPETENCIES

- **Change orientation**– Displays openness to change with a positive attitude.
- **Customer Focus –** Understand the needs of our customers and seeks clarification as needed. Responds to customers in a professional and knowledgeable manner.
- **Accountability –** Takes personal accountability and ownership of assigned area.
- **Self – Motivation –** Is proactive and takes initiative to develop skill sets that enhance career opportunities.
- **Teamwork –** Works cooperatively and collaboratively with others, and supports the success of the overall team and Bank. Participates as a team member; follows through on commitments; shares information and resources; supports decisions 100% regardless of viewpoint.
- **Values and Respects Others –** Encourages and supports diversity of thoughts and ideas of teammates. Demonstrates honest, ethical behavior at all times; treating all people fairly and makes them feel valued. Builds positive relationships with Bank employees.

PRINCIPLE ACCOUNTABILITIES

- Does a customer signature comparison then admits customers to safe deposit vault. Operates guard key, escorts customer to booth area, inspects booth area after customer leaves. Secures box.
- Rents safe deposit boxes. Interviews customers; types rental contracts; obtains signature; issues keys; explains rules, rights and privileges.
- Responds to questions and inquiries regarding rentals, billing and other matters. Resolves issues quickly or refers complex matters to management for review.
- Assists in the surrender of vault boxes collecting amount due. Issues key deposit refunds when key are returned.
- Maintains safe deposit billing records. Prepares and mails billing statements annually. Collects rent, posts records, and deposits funds.
- Schedules and prepares for customer requested lock changes and drillings.
- Checks closed account listing, pull appropriate signature cards, stamps CLOSED, send to branch records.
- Annually reviews past due safe deposit boxes and is responsible for completing all tasks associated with the abandoned property process.
- Must have working knowledge of all operational compliance with Federal Banking Regulations that may effect this position.
- Completes other duties as assigned by supervisors.