

Safe Deposit Clerk - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

Knows how to set up Safety Deposit Box Agreements, compare data received, process changes to agreements, authorized signatures, trusteeships, and associated legal forms and authorizations
Understands the organization philosophy, its goals, and its objectives in developing payroll groups as its primary customer base
Is fully conversant and observes all rules and procedures for entry to the safety deposit box area, verification of safety deposit box customers, opening and closing box procedures
Knows how to efficiently operate records maintenance equipment and other office equipment
Understands all risk management procedures related to the safety deposit box operation, and how to implement alternative procedures in various circumstances

QUALITY OF WORK:

Maintains all safety deposit access activity daily, as required, error free
Controls ingress and egress to safety deposit box area; obtains appropriate signatures, records times, dates and related data to ensure an accurate record of each entry
Ensures that every procedure and policy for opening and closing a safety deposit box is observed in each case; does not handle safety deposit box contents for customer

QUANTITY OF WORK:

Maintains and processes all safety deposit records, 100% error free
Handles a multiplicity of tasks related to safety deposit box usership simultaneously (records maintenance, traffic control, telephone calls)
Ensures that users exit vault area and use safety deposit box booths at all times
Performs such other functions as might be appropriate and have been clearly specified

PROFESSIONALISM:

Keeps customers' business confidential at all times; no exceptions
Observes the organization's dress code and personal grooming policy
Promotes the goals and objectives of the organization
Presents a neat and professional work area