Abacus Federal Savings Bank
Job Description

Job Title: Safe Deposit Box Attendant
Experience: Not Required
Reports to: Lead Teller /Operation Supervisor
Member of: Retail Banking

OVERVIEW:

A Safe Deposit Box Attendant provides customer service, maintains security, and ensures compliance in the Safe Deposit Box area of the bank. Act as Abacus’s face to the customer and consistently seek to create an excellent customer experience by demonstrating regulatory requirements, such as Anti-Money Laundering and Bank Secrecy Act are adhered to. Understand and live the values that support our culture. Treat all customers equally and fairly. Adhere to policies and procedures.

Primary Accountabilities/Responsibilities:

- Safe Deposit Attendant
- **Maintain security and access control**: The Safe Deposit Box Attendant is responsible for maintaining a secure environment for customers’ valuables. This includes establishing and maintaining strict access control policies and procedures.
- **Establish new Safe Deposit Box accounts**: The Safe Deposit Box Attendant is responsible for meeting with customers to establish new Safe Deposit Box accounts. This includes explaining the facility's policies and procedures, conducting tours of the Safe Deposit Box area, and completing the necessary paperwork to establish the account.
- **Provide customer service**: The Safe Deposit Box Attendant is responsible for always providing excellent customer service. This includes promptly handling customer inquiries, concerns and providing timely resolutions.
- **Process customer transactions**: The Safe Deposit Box Attendant performs daily transactions, such as allowing customers access to the Safe Deposit Box, verifying the identity of customers, and following proper procedures for closing or transferring Safe Deposit Box accounts.
- **Operate Security Equipment**: The Safe Deposit Box Attendant is responsible for operating the security equipment for proper access control measures. They monitor locks to ensure safety and security within the facility.
- **Record-Keeping**: The Safe Deposit Box Attendant keeps records of all customer activity in the Safe Deposit Box area. This includes verifying identity, access frequency, and reviewing customer documentation.
- **Compliance**: The Safe Deposit Box Attendant ensures compliance with bank policies and regulatory guidelines. This includes Anti Money Laundering (AML) and Know Your Customer (KYC) regulations.
- **Document Verification**: The Safe Deposit Box Attendant provides documentation verifying ownership of assets stored in the Safe Deposit Box or for the removal or modification of rights of any authorized parties.
HOW TO APPLY
Please email your resume with cover letter and salary requirements to Abacus Federal Savings Bank, Attention: Human Resources Department to HRD@abacusbank.com. To be considered, please include “Safe Deposit Box Attendant” within the subject line of your email.

Abacus Federal Savings Bank is an equal opportunity employer. As such, the bank provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race, religion, sex, sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. All employment-related decisions are based solely on relevant criteria including training, experience, and suitability.

Management reserves the right to change this job description at any time according to business needs.