

## **Support Services Representative – Job Description Summary**

Perform diversified and complex duties related to depository services and operations. Process various reports, maintain IRA and CD files, process death claims, process IRS Tax Levies, Garnishments and State Attachments. Provide back office research and support to branches and other departments. Interact with customers by mail or telephone on account related matters as necessary, and refer non-routine circumstances to Supervisor.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment