

Customer Service Representative

Job Requirements:

- High school diploma or equivalent
- Successful completion of in-house training program (if available) or other approved training program.
- Six months' experience in the teller function, as well as sales experience, particularly in cross-marketing products and services
- Good interpersonal skills

Specific Job Functions:

- Provides a complete range of customer services at the financial institution, including: opening new accounts, explaining available financial institution products and services, and gathering customer information to process new and existing accounts.
- Receives deposits and ensures that all accounts are properly processed.
- Services bond and security transactions, establishes retirement accounts, makes arrangements for direct deposits.
- Prepares paperwork and assists customers in the signing of documents to process all accounts.
- Answers customer inquiries and assists customers with other account issues.
- Completes arrangements and documents for special services such as, exchanges of foreign currency, and processing savings bonds transactions.
- Assists in other areas of the financial institution during peak business hours, when needed.