
CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

POSITION SUMMARY:

Responsible to service the needs of customers by providing assistance and information regarding status of bank accounts and offering them bank services which meet those needs. Opens and closes accounts, advises customers of account and banking service options available. Responsible for servicing the needs of bank customers by processing transactions efficiently, professionally and accurately. Accountable for balancing customer account information. Effective customer service performance required to maintain bank's image. Strong leadership abilities along with direction of tellers, ongoing teller training, and assisting with teller scheduling.

The Customer Service Representative position plays a critical role in delivering an exceptional customer experience during every interaction. Expectations for this position require the ongoing focus on building solid and long-lasting relationships by engaging all customers in a positive manner. Employees should provide customers a positive experience that includes undivided attention, straightforward and knowledgeable service and ensure that the customer's best interests are our number one priority. Consistency around customer experience guidelines is key and expected from all of our employees. Our goal is to simplify the customer experience and deliver outstanding service to every customer, every time.

SCHEDULING:

Full Time Position

32-40 hours per week - Schedule distributed in advance monthly

Hours will vary depending on coverage needs from:

7:45am-5:00pm Monday-Friday

Occasional Saturday

Part Time Position

20-32 hours per week - Schedule distributed in advance monthly

Hours will vary depending on coverage needs from:

7:45am-5:00pm Monday-Friday

Occasional Saturday

Knowledge, Skills and Abilities Required:

High school diploma or equivalent required. Three to five years banking experience necessary. Individual should possess: excellent mathematical capabilities including ability to deal with fractions, decimals and percentages, technical ability to operate computer, currency counter, coin counter, 10-key calculator, and postage machine; verbal and written communication skills; ability to deal with confidential data (customer account transactions and balances); ability to read and interpret technical documents; ability to compose routine business correspondence and reports (good grammar, spelling, punctuation, etc.); ability to maintain the integrity of highly confidential customer, Bank and employee information; legible handwriting; ability to interact professionally with a variety of people, dealing effectively with difficult customers. Individual must deal effectively with time pressures and stress.

If you are ready to become part of the GLB team, please email your resume with a Cover Letter detailing how your skills and experience will benefit us