



The Geo. D. Warthen Bank

Customer Service Representative Job Description

- Strong customer service skills with effective listening skills demonstrated by the ability to listen to other people talk, understand them, and then propose solutions or make contributions based on the points made
- Ability to maintain composure while dealing with difficult customers
- Ability to work as a part of a team and assist other team members
- Attention to detail and ability to multi-task
- Ability to use the computer efficiently and learn how to use new software/programs
- Ability to pay attention to detail and quality of work
- Be professional in appearance and conduct
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly
- Ensuring that the customers are attended to promptly and that all their needs are resolved without delay
- Managing and responding to customer complaints and inquiries, and ensuring resolution of issues in a timely manner
- Assisting customers with routine account-related requests such as open, closing, account maintenance, funds transfer, automation payments, stop payments and inquiries about bank deposit products and service charges
- Updating customer information in the bank's system and ensuring that all customer information is accurate and up to date
- Ensure that all bank policies and procedures and regulatory guidelines are complied with in the process of daily duties
- Working with other banking professionals to provide a seamless customer service experience
- Ensure that a customer's confidential information is properly protected and only used for official purposes

Reports to: Customer Service Manager

Join our team as a Customer Service Representative (CSR) where you will play a vital role in providing exceptional service to our valued customers. The CSR is the primary point of contact with the bank customers. The objective of the CSR is to perform daily transactions for customers while providing efficient and quality customer service. This position offers the opportunity to utilize your communication skills and assist customers with their inquiries and needs. Additionally, as the primary point of contact, it is necessary for the CSR to create opportunities for cross selling the bank's products and services to meet customer needs and grow the bank.

Position Overview:

- Full-time – 40 hours per week
- Monday – Friday 8:00 am to 5:00 pm, and on a rotating schedule for Saturdays 8:00 am – 12:00 pm
- Attend all required bank meetings

Benefits:

- 401k
- Paid time off
- Opportunities for advancement

Equal Opportunity Employer