



CUSTOMER SERVICE REPRESENTATIVE

The Customer Service Representative (CSR) will perform branch and customer service duties. The successful candidate will be responsible for accepting retail, commercial checking and savings deposits, cashing checks and savings withdrawals, processing loan payments and assist with night depository and vault duties as assigned. The CSR will provide quality service, through use of effective listening and communication skills with the customers. The CSR will also actively look for additional opportunities to refer and cross-sell bank services while processing transactions.

JOB DUTIES:

1. Assist Customers with deposits, withdrawals, payments and coin/cash orders in a friendly courteous manner.
2. Maintain accuracy of transactions and verify accuracy by balancing a cash drawer daily.
3. Identify fraudulent activity to help prevent potential loss for the bank.
4. Maintain a well-developed and current working knowledge of the complete line of products and service offered by the bank.
5. Perform other duties or special projects as assigned.

JOB QUALIFICATIONS/REQUIREMENTS:

1. High School diploma or equivalent required.
2. Basic math skills and strong customer service.
3. Cash handling experience/previous CSR/Teller experience preferred.
4. Excellent customer relation skills required.
5. Excellent keyboarding, calculator and personal computer skills required.
6. Must be able to demonstrate organizational and communication skills in addition to the ability to handle multiple tasks in a professional and efficient manner.
7. Ability to work in a team environment.
8. High level of accuracy with attention to detail and ability to handle confidential information.

Exchange Bank is an Equal Opportunity Employer, M/F/Disability/Protected Veteran.