

## CUSTOMER SERVICE REPRESENTATIVE

**Job Requisition #:** 2019\_0602

**Position Type:** Full-Time

**Job Category:** Non-Exempt

**Location:** Elsa, Texas

**Supervisor:** Banking Center President

**Department:** Branch Operations

**Work Schedule:** Monday – Thursday, 8:00am to 5:00pm; Friday rotation, 8:00am to 6:00pm

## JOB DUTIES

### SUMMARY / OBJECTIVE

Greet customers and visitors in a friendly and professional manner. Answer telephones and route calls accordingly. Provide basic information to the general public, customers and visitors. Assist established customers with a variety of basic personal banking needs.

### ESSENTIAL FUNCTIONS

#### Receptionist Duties

1. Provide courteous, knowledgeable and professional customer service both in person and via telephone.
2. Promptly answer, screen and route telephone calls accordingly. Record and deliver messages as necessary.
3. Greet visitors and customers, determine nature of the visit and direct them to the proper department or employee. Assist customers with preparing withdrawal forms or gathering their documentation to expedite their transaction.
4. Provide general information relating to bank services or arrange appointments as necessary.
5. Ensure reception area is neat and orderly and that forms and other display items are stocked and well maintained.
6. Grant customers access to safe deposit boxes in accordance with bank policies and procedures.
7. Perform administrative duties including, but not limited to, typing, filing, and sorting/routing mail.

## **Customer Service Duties**

1. Explain available financial institution products and services, and gather customer information for potential customers.
2. Perform file maintenance and process check orders, debit cards, wire transfers, stop payments, sweeps, and service charges. Process ATM, debit and ACH dispute forms.
3. Understand and adhere to the bank's CIP and BSA protocol.
4. Handle customer complaints and questions in a tactful and effective manner. Explain financial institution policies and escalate complaints to manager as needed.
5. Perform other duties as assigned.

## **Compliance**

1. Abide by all rules, regulations and Bank policies and procedures including dual control protocols.
2. Maintain records and documentation accordingly. Prepare required reports within deadlines.
3. Properly secure customer information and bank information in accordance with Bank privacy, confidentiality and security policies.
4. Ensure proper housekeeping of work areas to avoid unnecessary hazards.
5. Attend required meetings and complete required training for position within deadlines.

## **QUALIFICATIONS**

1. High school diploma or GED required. Some college hours preferred.
2. Two (2) plus years' teller experience required. Three (3) plus years' teller experience preferred.
3. Must possess exceptional customer service and sales skills. Thorough knowledge of teller functions required.
4. Must possess strong leadership and communication skills (both written and verbal) including solid grammar skills. Bilingual (English/Spanish) ability preferred.
5. Must be a self-starter. Strong analytical, problem-solving, math and conceptual skills required.
6. Must possess the ability to give and accept instruction and demonstrate the desire to oversee and assist others.
7. Ability to make effective decisions under pressure in a high monetary risk environment is essential.
8. Proficient use of computers and Microsoft Office Suite (Word, Excel, PowerPoint) required.

## HOW TO APPLY:

Applications must be submitted by the closing date. An employment application may be downloaded from the Career Opportunities page on Rio Bank's website at [www.riobk.com](http://www.riobk.com) and emailed to [jobs@riobk.com](mailto:jobs@riobk.com).

***Customer Service Representative Job Posting***

***Date Posted: 06/07/2019***

***Posting Closes: **Until position is filled.*****