

## Bank Teller/Customer Service Representative

### Job Summary

This is a part time position (18-22 hours/week) Monday-Friday and alternating Saturday mornings. This position is responsible for promoting outstanding customer service in person, over the phone, and in electronic correspondence. This position will focus on working with customers directly regarding general account inquiries, general deposit and loan inquiries, opening accounts, internet and mobile banking set up and maintenance, and debit card inquiries and maintenance.

### Essential Functions

- Provide superior customer service to incoming telephone calls, written, and electronic correspondence from customers in a professional and timely manner.
- Process customer transactions including cash deposits, withdrawals, and loan payments. Verify cash and endorsements, receive required identification and issue receipts. Examine checks deposited to determine funds availability according to policies, procedures and regulations.
- Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
- Balance cash drawer daily including buying and selling currency. Run proof of work and maintain appropriate currency logs.
- Assist customers with online banking, debit card, and other account inquiries.

### Additional Responsibilities

- Additional clerical work including, but not limited to, processing loan payments, mailing CD and loan notices, initiate and approve wires, and assist in building loans.
- Maintain high level of accuracy and protect the bank's assets/income and maintain the confidentiality of customer information.
- Follow bank policies and procedures.
- Perform other duties as assigned by management.

### Required Education, Experience and Skills

- High School diploma or equivalent required.
- Previous Customer Service and or banking experience required.
- Demonstrates a working knowledge of Microsoft Outlook, Word, and Excel.
- Works effectively with other people.
- Completes tasks with appropriate attention to detail and demonstrates strong organizational skills.

To apply for this job, please email resume to Jenny Lempka at [JLlempka@adamsstate.com](mailto:JLlempka@adamsstate.com)