



There are immediate openings with United Community Bank at the following branch locations:
Newnan (Bullsboro Rd)
Tyrone
Hammonds Crossing/Cumming

Customer Service Representative

Summary: In compliance with established policies and procedures, the CSR performs a variety of high quality customer service functions. The position is responsible for providing financial institution products and services to customers to fulfil their financial needs. Some daily functions include answering questions about United's products and services, actively selling the products and services in a courteous and professional manner, and representing the bank in a positive way at all times. In some locations, the CSR may be responsible for performing teller functions on an as needed basis.

Job Requirements:

- High School diploma or equivalent
- Successful completion of in-house training program
- Ability to operate bank software programs
- Proficient typing skills
- Interpersonal skills necessary to relate to and empathize with others
- Operation of standard office equipment
- Ability to maintain a friendly, cheerful, and courteous demeanor throughout the workday
- Thorough knowledge of financial institution products and services
- Experience in sales preferred
- Good oral and written communication skills, as well as good selling skills
- Each employee is required to complete all required Bank Secrecy Act/anti-money laundering training suitable to his or her position within the bank.
- Some bank locations may require this position to serve as a back-up Teller which may involve travel to other locations
- Participate in on-going training as required

Specific Job Functions:

- Provide exceptional service to meet customers and prospective customer's banking needs
- Perform all new account procedures as needed
- Provide account advice including suggestions and other necessary information

- Provide customers with account information and updates; answer policy questions accurately
- Ensure all accounts are opened in accordance with established policies and procedures, records are maintained accurately, and accounts are entered on the bank's computer system
- Maintain a thorough knowledge of all banking products and services
- Actively sell products and services based on United's needs-based approach
- Utilize tact and professionalism to resolve customer complaints
- Open and maintain deposit accounts such as Individual Retirement Accounts and Certificates of Deposit
- May be responsible for ordering job-related supplies
- Answer telephone, in-person, and written inquiries from customers
- Assist other financial institution staff in waiting on customers, answering telephones and performing other duties as necessary

Perform other duties as assigned

Apply directly online at [UCBI.com/ABOUT/CAREERS](https://www.ucbi.com/ABOUT/CAREERS)

United Community Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. EEO is the Law.