



**Customer Service Representative
Cartersville, GA**

We are currently seeking a Customer Service Representative (CSR) for our main office located in Cartersville, Georgia. The CSR position is generally an entry level position and supports other teams of Century Bank of Georgia.

Job Skills:

Preferred candidates will be required to have a high school diploma, a minimum of one year experience, and be familiar with new account documents, IRA's, and be able to process teller transactions.

Additionally, candidates must possess the following skills:

- Fast and accurate data entry and typing skills
- Ability to work in a team-oriented environment and work well with team members
- Proficiency with Microsoft Office applications including Word, Excel and Outlook
- Outstanding phone etiquette and communication skills
- Good customer service skills to handle diverse types of customers and situations

Primary Job Duties:

- Answer phones
- Assist customers on the phone with account inquiries
- Open checking, savings, certificates of deposit and IRA accounts
- Close checking and savings accounts
- Redeem certificates of deposits
- Execute IRA withdrawals, transfers and rollover requests
- Order debit cards for customers
- Accept change of addresses
- Set up customers for internet banking
- Order checks for customers
- Rent safe deposit boxes
- Greet customers in the lobby and direct them to the proper banking associate
- Accept wire transfer requests from customers and complete wire transfer form correctly
- Complete required logs and forms to comply with BSA and other regulations
- Escort customers into safe deposit box area
- Serve as a backup teller (must be able to conduct all duties included in the teller job description)
- Promote the products and services of the bank to all customers
- Other duties as assigned by supervisor

Qualified candidates should email resume to resumes@centurybanknet.com or fax to 678-721-7370. No phone calls please.

Equal Employment Opportunity

