



Position Title: Customer Service Representative

Reports to: Branch Manager

Department: Retail Banking

Date: June 11, 2018

Position Purpose: The Customer Service Representative performs a variety of customer service functions such as opening and closing accounts, renewing certificates, Internet Banking and Remote Deposit Capture questions and issues. Answers customers' questions regarding services provided and performs a variety of account maintenance duties. Actively cross-sells bank services. Performs specific assigned duties including various clerical and receptionist functions, and assists other staff members with duties as required. Serves customers promptly and professionally.

Essential Functions and Basic Duties:

- Assumes responsibility for the effective and professional performance of customer service functions.
- Actively call existing customers to try and deepen their existing relationship.
- Presents and explains services and products to customers and assists in meeting their financial needs. Opens and closes accounts. Orders checks for customer accounts. Assist in completion of direct deposit authorization forms.
- Answers questions and solves problems for customers by listening to problems, collecting data, securing answers, and reporting results to the inquiring party. Manages the wire transfer process for customers. Takes stop payment orders. Receives and responds to customer telephone inquiries. Performs file maintenance and account changes as needed.
- Maintains and projects the bank's professional reputation. Maintains privacy of customer's account information.
- Actively cross-sells products and services.
- Keeps supervisor informed of area activities and of any significant problems or concerns.
- Completes required reports and records accurately and promptly.
- Attends meetings and training as required.
- Assumes responsibility for related duties as required or assigned.
- Assumes responsibility for establishing and maintaining effective coordination and working relationships with other personnel and management.

Performance Measurements:

- The Customer Service functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
- Good business relations exist with customers. Customer's problems or questions are courteously and promptly resolved.
- Good working relationships and coordination exist with other personnel and management.
- Assistance is provided to other personnel as needed.



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Minimum Requirements:

- High School Diploma required.
- Ability to convey detailed and important instructions accurately.
- Ability to apply common sense understanding to carry out detailed instructions.
- Ability to use a computer.
- Knowledge of banking and banking products and services preferred.
- Attendance is considered to be within the bank's guidelines and no abuse of the bank's leave policy is observed.

If interested in applying for the Customer Service Position, please send your resume to hr@gaprimary.com