



**VALDOSTA, GEORGIA**  
**PART TIME DIGITAL CUSTOMER SERVICE REPRESENTATIVE**  
**3 POSITIONS AVAILABLE**  
**JOB DESCRIPTION**

**Position Summary:**

Assist customers in a prompt, professional and courteous manner using multiple electronic channels as well as via telephone. Completes banking transactions of varying complexities according to established guidelines.

**Duties include, but not limited to:**

- Provides EXCEPTIONAL customer service support during phone calls for bank product/service information and teller transactions at ITM's
- Provides initial support and answers questions regarding electronic delivery channels such as: Internet Banking, Mobile Banking, Customer Payment Portal, Bank to Bank Transfers, Bill Pay, e-Statements, Text Banking and Debit Card issues
- Ability to quickly recall or locate specific information and resources
- Identify and recommend solutions to resolve customer issues
- Maintains confidentiality/security of customer information according to regulatory and bank guidelines and policies
- Complies with all Federal and State banking laws and related regulations, to include, but not limited to the Bank Secrecy Act
- Performs other duties requested by a supervisor

**Qualifications:**

- EXCELLENT CUSTOMER SERVICE SKILLS
- Strong ability to multi-task and problem solve
- Proficient typing and 10-key ability (Must be able to key on number pad by touch); Working knowledge of Microsoft Outlook, Word and Excel
- Ability to use multiple software programs concurrently
- Ability to listen intently, speak clearly and concisely with customers and the ability to effectively communicate with people at all levels and from various backgrounds
- Strong written communication skills
- Attention to detail and accuracy
- Comfortable being on camera during ITM Sessions
- Ability to work in a cubicle, sitting for extended periods of time
- Reliable with good attendance record; Flexible work schedule preferred for part-time employees
- Ability to alternate quickly between ITM Sessions, phone calls and other duties
- Effective decision making and problem-solving skills
- Demonstrates a positive, respectful attitude and the ability to work harmoniously with other employees; Must be a team player

**Preferred**

- Customer service experience
- Previous teller experience

**Requirements:**

- High school diploma or equivalent
- Hours vary Monday through Saturday

**To Apply:**

- Submit resumes to [margie.blanton@wbtkbankshares.com](mailto:margie.blanton@wbtkbankshares.com).

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