



Customer Service Representative and Teller

Small Community Bank has positions available for Customer Service Representative, Teller, and a Customer Service Representative/Teller. Listed below is a summary of the Customer Service Representative and Teller. The position of Customer Service Representative/Teller will be required to perform job functions of both positions and be flexible to switch positions as needed on a daily basis.

Customer Service Representative (CSR):

Full Time

- Meets, Greets, and consistently provides prompt, professional, and outstanding service to every customer in order to build rapport and repeat business
- Discuss financial needs with customers to obtain information for being able to provide details of the best accounts available to meet those needs. This includes Savings and Checking Accounts, Certificate of Deposits, Individual Retirement Accounts (IRAs), Safe Deposit Box Rentals, and Online Banking Services
- The CSR is responsible for obtaining required information from customer for opening new consumer and business accounts and will be responsible for processing new accounts in the software system. The CSR will generate and review account disclosures with customers, answer customer questions, and ensure all forms are correctly signed and retained
- Upload New Deposit Accounts to the Bank's Core Processing System and will be responsible for ensuring the correct information is loaded to the system
- Responsible for processing customer check orders at account opening and reorders
- Process closing of Deposit, Savings, and Certificate of Deposits Accounts as needed
- Responsible for reviewing account maintenance to ensure correct updates are processed
- Process Wire Transfers and Process purchase of Bank Cashier's Checks
- Admit customers to safe deposit boxes after verification of ownership
- Issue Temporary Debit Cards as needed
- Takes initiative to solve customer inquiries and address concerns
- Will follow policy and procedures to ensure consist performance for Regulatory Compliance
- Completes administrative tasks correctly and on time; supports the Bank's goals and values by following Personnel Handbook guidelines
- Assist with Answering Incoming Calls and transfer calls to appropriate personnel
- Proficient in Microsoft Office – Word and Excel
- Be able to operate copy and fax machines, encoder, typewriter, calculators, printers, and desktop computers.
- Ability to deal professionally with customers and co-workers
- Performs other duties as assigned by the Supervisor
- Must be available to work Monday thru Saturday
- High School Diploma or equivalent required

Teller

Full Time and Part Time

- Meets, Greets, and consistently provides prompt, professional, and outstanding service to every customer in order to build rapport and repeat business
- Study and understand and follow procedures in the Teller Manual and Teller Training Manual
- Verify Account Information and confirm customer's Identification before processing transactions
- Process Customer Deposits, Withdrawals, and Loan Payments
- Examine checks for correct endorsements and inspect checks for potential fraud
- Inspect Cash for Possible Counterfeit and/or process cash received through currency counter
- Responsible for teller cash drawer; including balancing and maintaining balance limitations as defined by policy.
- Process Night Drop and Mail Transactions under dual control as needed
- Properly encode counter ticket items
- Redeem Savings Bonds
- Will follow policy and procedures to ensure consist performance for Regulatory Compliance
- Will be knowledgeable of Teller Related Compliance Policy and Procedures and follow them to ensure consist performance for Regulatory Compliance
- Ability to deal professionally with customers and co-workers
- Must be available to work Monday thru Saturday
- High School Diploma or equivalent required; applicants still in school must provide appropriate documentation for work study

Interested parties should contact Cindy Marshall at 706-647-8951 or via email at cmarshall@wcgb.com