



Job Posting

Job Title: Customer Service Support

Location: Belle Plaine

Posting Date: September 10, 2020

Job Summary

Responsible for creating a professional and an inviting environment and experience for customers.

Primary Duties and Responsibilities

- Greet and direct customers in a timely and professional manner
- Proficiently direct incoming calls and ensure that they are directed to the appropriate associate and provide customers with relevant information
- Perform basic customer service to customers to provide them with a professional experience
- Efficiently and accurately process customer transactions
- Actively promote bank products and services to customers
- Assist with department maintenance and ensure compliance with applicable laws in the Retail Services
- Assist in opening/closing the lobby doors during business hours
- Assist with clerical duties such as filing, faxing, ordering and receiving office supplies
- Receive, sort, and forward mail on to appropriate associates
- Perform other tasks as required or assigned

Qualifications

Education/Experience

- High School diploma or equivalent
- Six months to one year of relevant work experience

Knowledge, Skills, and Abilities

- Customer service oriented.
- Excellent phone etiquette
- Ability to multi-task and prioritize tasks.
- Strong organizational skills as well as written and verbal communication.
- Ability to work independently and with a group.
- Computer skills necessary to operate software programs used in the department