



BENCHMARK BANK

JOB DESCRIPTION

POSITION: Customer Support Representative
DEPARTMENT(S): Customer Service
STATUS: Open
EXEMPT STATUS: Non-Exempt
HOURS: With the core hours of 8:00 and 5:00pm
REPORTS TO: Front-Line Manager

Position Summary:

Provide service to bank customers by conducting appropriate transactions and meeting the needs of customers by referring them to appropriate departments in the bank.

MAJOR DUTIES AND RESPONSIBILITIES:

- Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit.
- Examine checks deposited and determine proper funds availability based on regulation requirements and completed Hold Notices.
- Process savings withdrawals.
- Cash checks: verify endorsements, receive proper identification, and ensure validity.
- Identify counterfeit currency.
- Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
- Process orders and maintenance for ATM/Debit cards and check orders.
- Assist customers with online and mobile banking troubleshooting.
- Process routine account file maintenance changes.
- Refer customers to the proper department for issues that cannot be resolved at the teller line.
- Count and roll loose coins.
- Buy and sell currency from the vault as necessary, ensuring that the teller drawer cash limits are not exceeded.
- Balance drawer daily, including periodic batching of cashed checks.

JOB REQUIREMENTS:

- Bachelor's Degree Preferred
- Excellent customer service skills
- Mathematical skills

ENTRY LEVEL SKILLS AND ABILITIES:

- Represent the bank in a courteous and professional manner.
- Possess strong written and verbal communication skills.
- Ability to obtain, understand and use complex materials from various sources such as regulations and procedures.
- Ability to multi-task and maintain accuracy in an environment with regular interruptions.
- Ability to adjust to changes and proceed with a positive attitude.
- Possess strong decision making abilities.
- Ability to work independently and within a team environment.
- Working knowledge of all laws, regulations and bank policies.
- Working knowledge of the Precision bank system.
- Ability to analyze daily processes for efficiency.
- Ability to multi-task.

All qualified applicants will receive consideration for employment without regard to race, ethnicity, gender, sexual orientation, religion, color, age, disability, veteran status, national origin, ancestry, gender identity, marital status, citizenship status, medical condition (including pregnancy), or any other characteristics as specified by the applicable laws.

