



## Customer Service Representative

**DEPT./LOCATION:** Bangor

**REPORTS TO:** Bangor Branch Manager

**CLASSIFICATION:** Non-Exempt/Full-Time

### Position Summary:

This position is responsible for meeting customer needs by opening new deposit accounts and maintaining existing deposit account services, assisting with paying and receiving activities, customer inquiries, receptionist duties and phone coverage.

### Duties and Responsibilities:

1. Promote, sell and service River Bank's products and services to customers by clarifying their needs and presenting a description of the features and benefits of any available options.
2. Complete any necessary documentation for all deposit account relationships from opening to closing of an account, including any updates and/or changes to an account.
3. Complete check orders for clients.
4. Assist with location's safe deposit functions including, but not limited to, opening new accounts, processing billings and assisting individuals in gaining access to their boxes.
5. Complete general clerical and administrative duties as they relate to deposit account files, department and general bank support.
6. Continue to develop skills in all areas of product knowledge, documentation, selling, and general banking through in-house training, bank related seminars, classes, schools and/or periodicals.
7. Provide training to staff, as needed, for back up customer service assistance.
8. Recognize customer investment needs and refer to Financial Advisor when necessary.
9. Sweep, vacuum, and dust as needed to maintain appearance of lobby.
10. Back up teller line as needed to accommodate customer needs.
11. Other duties as assigned by supervisor(s).

### Desired Knowledge, Skills and Abilities:

1. Ability to be sales orientated while providing exceptional customer service to clients.
2. General understanding and comfort level with bank products and services and deposit account regulations (CIP, CDD, Reg E, Reg CC, Reg DD) in order to assist customers.
3. Ability to work effectively in a customer service environment requiring both face-to-face and phone-based support.
4. Good verbal and written communication skills.
5. Sound personal computing skills.



**Position Requirements:**

1. High school diploma or GED.
2. 1 year of Customer Service experience.
3. Previous work experience in a bank setting preferred.

**Work Environment/Physical Demands:**

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 15 pounds of office supplies and/or documents throughout work shift.