

Position: Customer Service Representative
Supervisor: Stephanie Reicks
Location: Brookings, SD (Volga or Elkton offices as needed)
Grade: Full Time; Non-Exempt
Work Days: Monday – Friday; Occasional Saturdays

DESCRIPTION OF WORK

Position Purpose

This position is responsible for providing superior customer service and processing account transactions in an accurate, efficient, and professional manner. Other responsibilities include referring customers to appropriate bank departments and understanding the bank's products and services, so features/benefits can be clearly explained. Operational duties, bookkeeping duties and other miscellaneous duties as assigned are also part of this position.

QUALIFICATION FOR APPOINTMENT

Required Knowledge, Skills, and Abilities

- Ability to plan, organize, and work independently.
- Ability to accurately count and manage currency.
- Excellent verbal, written and interpersonal skills.
- Ability to meet deadlines. Detail oriented.
- Ability to be flexible and embrace change.
- Ability to understand and follow both verbal and written instructions.
- Ability to establish and maintain effective relationships with employees and customers.
- Effective problem-solving skills.
- Basic Microsoft Office skills and technical capacity.
- Ability to stand for extended periods of time.
- Ability to work weekends and holiday hours as needed or scheduled.

Duties

Perform daily transactions for customers that include accurately depositing funds, withdrawing funds, loan transactions, handling cashiers checks and money orders, debit card duties, gift cards, savings bond redemption, recording transactions, cash advances, stop payment transactions, transfer of funds, individual cash drawer balancing and performing services in accordance with bank standards, policies, and procedures.

Process transactions by running proof, assisting customers with their online and mobile banking needs, ordering checks, ATM servicing and balancing, debit card maintenance, scanning and indexing files, operational/bookkeeping duties, and other miscellaneous duties as assigned.

Perform various duties such as answering and transferring phone calls, assisting other employees as needed, researching customer accounts, counting and rolling loose coin, ordering supplies, filing, faxing, audit duties, preparing and mailing correspondence, and account maintenance duties. Learning and understanding the products and services offered by the bank are an important part of this position to help assist in selling and cross-selling these products and services.

On a backup basis, you will be required to handle vault transactions that include: purchasing and selling money, recording transactions for vault cash, handling vault transactions, and accurately balancing and maintaining the vault and vault limits.

Education: Requires a minimum of a high school diploma or equivalent. A 2-4 year college degree/diploma in Accounting, Finance or Business Management is preferred but not required.

Experience: Two years of Teller experience along with overall banking knowledge is required.

Or: Any equivalent combination of education and experience as is acceptable to the hiring authority.

Must pass pre-employment screening. For more information contact: BankStar Financial, Attn: Amanda Lauer, PO Box 146, Brookings, SD 57006. Amanda.Lauer@ebankstar.bank. Ph. 605.692.3636. Equal Opportunity Employer, Member FDIC.