

## **eBranch Representative II – Job Description Summary**

Responsible for handling a variety of customer service contacts in a prompt and courteous manner. Resolves customer questions and problems regarding account statements, loans, payments, automatic transfers, interest rates, investment certificates, and self-service on-line programs. Assists customers in resolving all other account related discrepancies. Completes and maintains related reports, records, and files. Cross-sells products and services.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment