

Customer Services Representative I

SUMMARY:

Responsible for presenting and explaining a basic number of organization products and services to customers and assisting them to utilize these products and services. This person requires an ability to communicate effectively with prospective and current customers and to represent the organization in a positive and professional manner.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Processes basic financial transactions for customers including such functions as opening and closing of accounts, issuing checks, processing deposits and withdrawals from accounts, issuing certificates, drafts and other negotiable instruments.
- Responds to routine customer inquiry regarding the operation of accounts, access to services, account discrepancies, adding or reducing service features on various accounts, and assisting customers.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)